
2002 REGIONAL DOMESTIC VIOLENCE PLAN UPDATE

SEPTEMBER 2002



FOR INFORMATION PLEASE CONTACT

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Phoenix Councilwoman
Peggy Bilsten, Chair,
Regional Domestic
Violence Council

July 30, 2002

The Honorable Wendy Feldman-Kerr
Mayor, Town of Queen Creek
22350 S Ellsworth Road
Queen Creek, AZ 85242

Dear Mayor Feldman-Kerr,

The Maricopa Association of Governments' Regional Domestic Violence Council is pleased to submit the **2002 Regional Domestic Violence Plan Update**. As you may recall, in 1999, MAG's Human Services department formed a domestic violence committee to develop the original Plan. The committee developed 41 recommendations that key stakeholders found crucial to increasing victims' safety and holding perpetrators accountable in our region.

When MAG's regional domestic violence efforts began in 1999, it was clear that a nationwide problem persisted. While some community members were aware of the alarming nationwide rise in domestic violence incidents, most local leaders were unaware that these unacceptable statistics were mirrored in Arizona's own domestic violence victim population. For instance, in 1999, 157 domestic violence-related deaths were recorded in Arizona. In 2000, Arizona documented 106 domestic violence deaths, and in 2001, 90 domestic violence-related deaths were documented. In 2002, as of July 1, there were 52 domestic violence-related deaths. Compared to nationwide statistics, Arizona has increased in the number of deaths of women by men. In 1999 Arizona ranked 16th. In 2000, Arizona ranked 4th, and in 2001 the state ranked 2nd. This unavoidable reality made the idea of social change that much more important.

After the MAG Regional Council approved the Domestic Violence Plan, a Regional Domestic Violence Council was implemented as recommended in the Plan. The attached document details the implementation efforts of the Council and its continued efforts and success implementing the 41 original recommendations.

The 2002 Regional Domestic Violence Plan Update also describes system and process improvements that have occurred in Maricopa County over the past two-to-three years. While the Council does not take all the credit for each of the advances over the past two years, the Council is pleased to have positively influenced and impacted several process and system improvements. In addition, the Council facilitated substantial community collaboration with religious, employment, medical, judicial, law enforcement, and emergency response organizations. Each entity contributed in its own way to raise public awareness and improve service delivery to victims and perpetrators.

Through the work of the Council and its community collaborations, the Maricopa region is fortunate to include Employers Against Domestic Violence (EADV) as a partner. EADV is a

member organization based at MAG that assists employers in creating safer, more productive workplaces. In addition to this effort, the Regional Domestic Violence Council developed a healthcare kit for physicians and hospital staff, a Web site to access Council and domestic violence information, manuals addressing the religious response to domestic violence, and several additional resources discussed in greater detail in the following pages. In summary, several constructive changes have occurred in the past two years—changes that benefit our community's victims of domestic violence and their children, and hopefully prevent future incidences of domestic violence while building a stronger, more cohesive community.

In the original Regional Domestic Violence Plan, Phoenix City Council member Cody Williams expressed that the Plan would "only be effective if it is implemented. Lives depend on it." In fact, in the past three years, MAG's Regional Domestic Violence Council has made significant progress toward implementing these worthwhile initiatives. The Council will continue to enact change until all 41 recommendations are implemented, and the entire Maricopa County community appreciates that the only way to achieve safer communities is to work together to achieve victim safety and batterer accountability.

I would like to commend the members of the MAG Regional Domestic Violence Council for their countless hours of hard work, their endless pursuit of social change, and their fervent quest for justice for victims of domestic violence.

A handwritten signature in black ink, reading "Peggy Bilsten". The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

Peggy Bilsten
MAG Domestic Violence Chair
City of Phoenix Councilmember

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DOMESTIC VIOLENCE COUNCIL MEMBERS

BUSINESS

Jo Ellen Lynn, Community Affairs Manager, American Express
Carolyn McBurney, Envision
Preston Mc Murry Jr, President
Mc Murry Publishing
Tracy L Bame, Manager Community Affairs VP Phelps Dodge Foundation/Corp
Joanne Samora, Diversity & Multicultural Affairs Manager, Phillip 66 Company
Tom Ambrose, Senior VP Public Affairs, Phoenix Suns
Loren Kirkeide, Principal Planner, SRP
Gene D'Adamo, VP/Community Relations, The Arizona Republic

EDUCATION

Kathleen Ferraro, Director, ASU - Women's Studies
Marie A Sullivan, Executive Director, AZ Women's Education & Employment

HEALTH CARE

Mary Ellen Bradshaw MD, Task Force Chair on Child Abuse and Family Violence, Arizona Public Health Association
Susan Glawe, Director of Community Relations, Blue Cross/Blue Shield of AZ
Dean Coonrod MD MPH, Maricopa Medical Center/Mihs/Medpro/Dept. of OB/GYN

LAW ENFORCEMENT

Roger Illingworth, Manager Grants Administration, AZ Department of Public Safety
Lieutenant Lonetta Sanders, Phoenix Police Department

RELIGIOUS

Paul Eppinger, Executive Director, Arizona Ecumenical Council
Linda Martin, Vice President, Peaceful Valley United Methodist Church

ELECTED OFFICIALS

Representative Roberta Voss, District 19, Arizona House of Representatives
Vice Mayor Marie Lopez-Rogers, City of Avondale
Councilmember Phillip Westbrooks, City of Chandler/Chandler Regional Hospital
Councilmember David Goulet, City of Glendale
Councilmember Sue Linney, City of Goodyear
Councilwoman Peggy A Bilsten, District 3, City of Phoenix
Councilwoman Cynthia Lukas, City of Scottsdale
Supervisor Max W Wilson, District 4, Maricopa County
Senator David Petersen, District 29, Senate Co-Chair Task Force on Homelessness

LEGAL

Lisa Glow, Special Counsel, Office for Women, Arizona Attorney General's Office
Michael G Parascandola, City Prosecutor, City of Goodyear
Commander Kim Humphrey, City of Phoenix Police Dept Desert Horizon Presinct
Kerry G. Wangberg, City Prosecutor, Criminal Division Phoenix City Prosecutor
Donna Marcum, Program Manager, Arizona Criminal Justice Commission
Lynn C Potts, Asst. City Prosecutor, City of Mesa
Chief Dan Hughes, Chief of Police, City of Surprise
Judy Mattingly, Justice Svcs Inc, Director
Karen O'Connor, Maricopa County Superior Court
Michael Branham, Director, AZ Criminal Justice Commission
Vicki A. Hill, Assistant City Attorney, City of Phoenix Law Dept.
The Honorable Susan A Ehrlich, Judge, Court of Appeals

Maria Armijo, Family Violence Bureau Chief, Maricopa County Attorney's Office
Commander Jim Brad, Town of Gilbert
Robert B. Mills, Court Administrator, Salt River Pima-Maricopa Indian Community

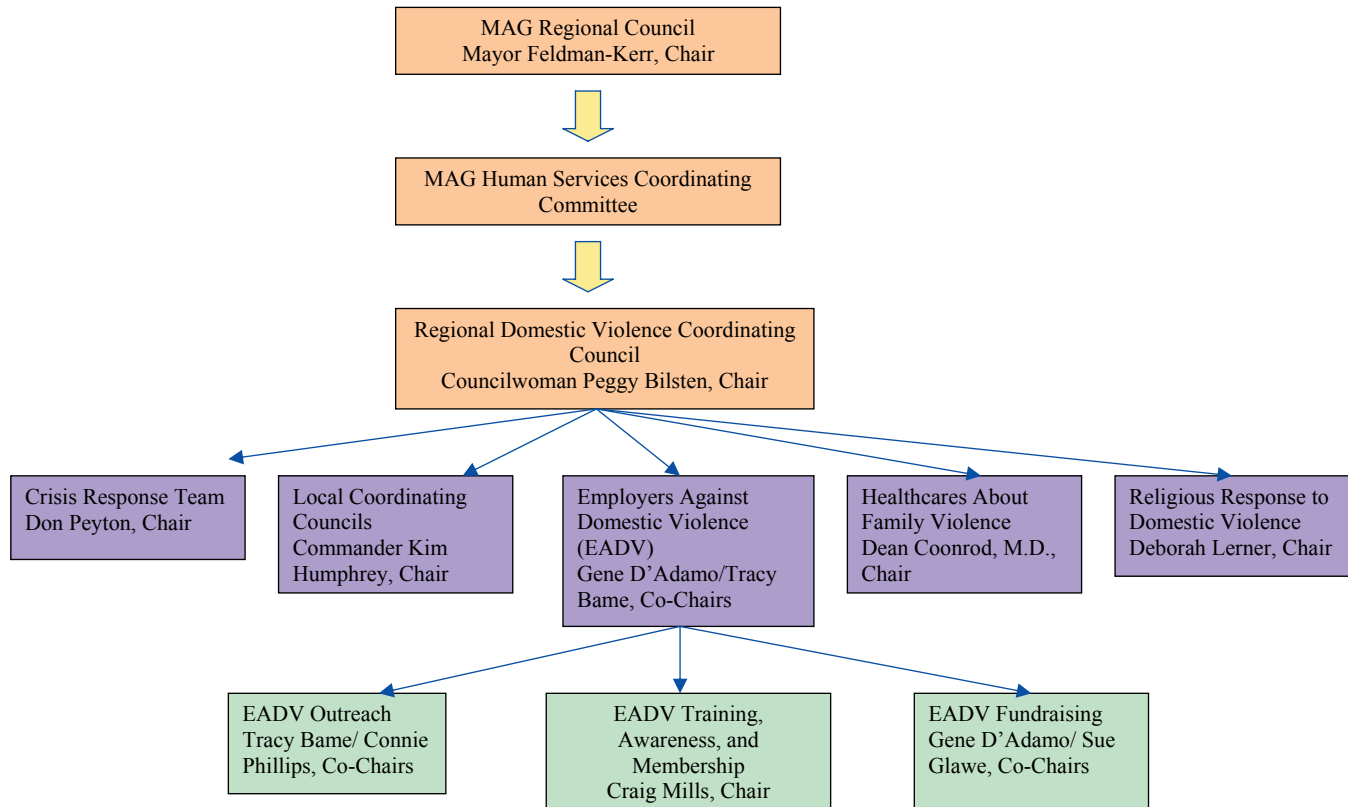
SOCIAL SERVICES

Dianne Post, Director, Systems Advocacy, Arizona Coalition Against Domestic Violence
David Dube, Director, Division of Community Services
Mary Lynn Kasunic, President & CEO, Area Agency on Aging Region One
Jill Faver, Executive Director, Arizona Foundation for Women
Karyn Parker-Reichert, Director, Marley House
Don Peyton, Program Manager, Phoenix Fire Dept., Community Assistance Program
Angela Rodgers, Children's Action Alliance
Martha Fraser Harmon, Director, Men's Anti-Violence Network (M.A.N.)
Rick Miller, Executive Director, Violence Prevention Initiative
Leticia V. D'Amore, Prevention, Education and Outreach Manager, Value Options
Mary Lou Hanley, Assistant Director, AZ Department of Economic Security
Stephanie Orr, Executive Director, CASA
Donna Irwin, Administrator, Governor's Division for Domestic Violence Prevention
Janice Parker, Executive Director, Save the Family Foundation of Arizona
Connie Phillips, Executive Director, Sojourner Center
John M. Pombier, Director, Governor's Office for Prevention of Family Violence

DOMESTIC VIOLENCE FLOWCHART

Domestic Violence Related Organizational Process Flowchart

The diagram below shows the MAG policy committees in orange, with the Domestic Violence Subcommittees and groups in violet, and finally the working groups of the Employers Against Domestic Violence program in green.



EXECUTIVE SUMMARY

Executive Summary

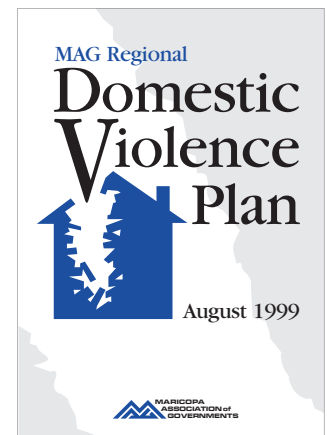
This document is an update to the Maricopa Association of Governments (MAG) 1999 Regional Domestic Violence Plan. It provides an overview of the MAG Regional Domestic Violence Council's progress to date.

In 1999 the Regional Domestic Violence Plan was developed in response to numerous concerns expressed by domestic violence service providers in the Maricopa Region. Local providers struggled with the lack of shelter bed capacity, with approximately 3 million people in Maricopa County and only 211 beds for domestic violence victims.¹ Further, providers wrestled with long-term sustainability of safety and self-sufficiency, including inadequacies in transportation, child care, and affordable housing. In addition, the basic lack of societal awareness regarding domestic violence is disconcerting. In fact, 46 percent of Americans agree that "men sometimes physically abuse women because they are stressed out or drunk, it is not that they mean to hurt them."²

In essence, the Maricopa County community was struggling with a lack of adequate resources to accommodate a growing epidemic in the region. In the state of Arizona, 90 individuals were killed as a result of domestic violence in 2000. In 2001, 106 individuals were killed in domestic violence incidents. These victims of domestic violence ranged in age from 1 year to 82 years old; victims were of different races and socioeconomic status. Some victims lived in rural areas, and others resided in Maricopa County.³

In FY 2000, 16,600 victims requested shelter from domestic violence in Maricopa County. Shelter bed space was unavailable to 14,164, or 85.3% of these women and children. In FY 2001, domestic violence shelter space was unavailable to 63.2%, or 14,014 of the 22,162 women and children requesting shelter.⁴ Several theories seek to explain the increase in domestic violence shelter requests. The most obvious is that Maricopa County experienced a higher incidence of violence than in years past. Another possibility is that the increase in shelter requests was an outcome of efforts to raise awareness of domestic violence and available community resources. Yet another explanation is the increased percentage of domestic violence victims served may be attributed to additional bed capacity in the community. Maricopa County tabulated 197 total beds in 1999, and 211 total beds in 2001. In addition, PREHAB of Arizona began operating its "DV STOP" program in January 1999. DV STOP places victims seeking refuge in hotels or motels if shelter beds are unavailable. Most likely, no single explanation can account for the varying patterns; rather, the confluence of several factors continues to change the domestic violence community's needs.

To further complicate the constantly changing domestic violence services landscape, victims depend upon long-term sustainability of safety and must





become self-sufficient in order to survive. This translates into a need for victims to locate affordable housing and reliable transportation, as well as relocation assistance, employment, childcare, and financial assistance. However, several local providers and community leaders cite a severe shortage of this critical infrastructure.

These service and resource issues provided the impetus for the Council to facilitate a strategy of community collaboration and systems advocacy in order improve the lives of victims and their children. Certainly, no single organization can fulfill all victims' needs, but together, service providers and community leaders have the ability to partner, and to include employers, hospitals, and faith-based entities in order to meet the needs of those threatened or impacted by domestic violence. Therefore, the Council developed a comprehensive blueprint to educate, prevent, and provide services for domestic violence victims, with the goal of increasing victims' safety and perpetrator accountability through the provision of a seamless continuum of care.

In order to accomplish this, MAG engaged more than a hundred key stakeholders across multiple disciplines in the field of domestic violence. These stakeholders developed four categories, including early intervention and prevention, crisis intervention and transitional response, systems coordination, and long-term response. Within these categories, a total of 41 recommendations were issued.

To date, eight of those initiatives were implemented through the work of the Council. The eight recommendations currently in the implementation phase are as follows:

- Standardize and implement annual training for all hospital personnel.
- Develop and implement employer/employee domestic violence workplace protocols and policy manuals.
- Businesses develop a comprehensive action plan to assist victims and address workplace violence.
- Establish an ongoing faith-based group focused on domestic violence and incorporate domestic violence training into theological curriculum and pastoral programming.
- Create a better link between social services and emergency services personnel at the scene through utilization of crisis response teams.
- Establish and implement city-based or regional interdisciplinary domestic violence action teams.
- Establish a regional coordinating council on domestic violence.
- Develop a Web site to include comprehensive information on domestic violence that can be accessed by victims as well as policy makers and advocates.

Action on these recommendations will continue, as will the review of appropriate strategies for future implementation. It is essential that the Council be flexible in its implementation strategies as needs, key players, and funding shift. For example, the original Plan's Recommendations #7 and #8 formed the Employers Against Domestic Violence (EADV), and the group successfully recruited and continues to meet with more than 60 small and large business members. EADV is continuously expanding its membership, providing new and updated materials to employers, hosting educational forums, and seeking out alternative funding sources for the domestic violence community. The EADV, as with other implemented initiatives, will continue to adjust with the times in order to best serve the domestic violence community.

Meanwhile, several of the remaining 33 recommendations are under review and implementation by other community agencies and organizations, as detailed in the Systems Overview. Council members are committed to achieving each and every one of these initiatives in order to educate the community about domestic violence, and provide appropriate resources to victims. Building a safe and healthy Maricopa County requires the dedication of not only the Council, but also the community as a whole. The strength and welfare of individuals and families are depending on it.

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- 1 Department of Economic Security (DES) Shelter Report for Maricopa County, FY 2000-2001
 - 2 Arizona Medical Association Statistic Report
 - 3 Arizona Coalition Against DV (ACADV) DV Related Deaths Report, 2001
 - 4 DES Shelter Report for Maricopa County

IMPLEMENTATION OF RECOMMENDATIONS



REGIONAL DOMESTIC VIOLENCE PLAN RECOMMENDATIONS: AN UPDATE

Through the 1999 Regional Domestic Violence Plan process, participants identified 41 strategic initiatives critical to increasing awareness and coordinating programs throughout the Region. The following eight initiatives in this section were implemented over the past three years, or are in the process of implementation. Each initiative is described in its accompanying narrative, as well as in the "Implementation Status" grid.

NUMBER

RECOMMENDATION

PREVENTION AND EARLY INTERVENTION	
1	Standardize and implement annual training/education for all hospital personnel.
6	Develop and implement employer/employee domestic violence workplace protocols and policy manuals.
7	Assist businesses in developing a comprehensive action plan to assist victims and address workplace violence.
8	Establish an ongoing faith-based group focused on domestic violence, and incorporate domestic violence training into theological curriculum and pastoral programming.
CRISIS INTERVENTION AND TRANSITIONAL RESPONSE	
24	Create a better link between social services and emergency services personnel at the scene through utilization of Crisis Response Teams.
SYSTEM COORDINATION AND EVALUATION	
28	Establish and implement city based or regional interdisciplinary domestic violence action teams composed of all relevant disciplines that affect domestic violence.
29	Establish a Regional Coordinating Council on Domestic Violence.
30	Develop a website listing available social services and existing prevention programs, as well as links with other domestic violence initiatives and organizations.
LONG TERM RESPONSE	

PREVENTION & EARLY INTERVENTION

RECOMMENDATION #1

STANDARDIZE AND IMPLEMENT ANNUAL TRAINING/EDUCATION FOR ALL HOSPITAL PERSONNEL



Hospitals are in a unique position to determine when a patient may be a victim of domestic violence, and are expected by the community to do so. However, research indicates that victims are rarely identified by healthcare personnel, let alone questioned about the existence of violence in their lives, even when the hospital maintains a protocol to address the issue.

In one study of metropolitan emergency departments with domestic violence protocols, physicians failed to ask critical safety questions 92% of the time.¹ Another study indicated that out of 445 actual or attempted murders of women by their male partners, healthcare providers treated 42% of these victims before the incident, while mental health providers treated 22% of the perpetrators; in contrast, battered women's shelters saw only 4% of these same victims prior to the attempt or murder.²

These studies do not come as a surprise, especially considering that 53% of medical students do not receive instruction on how to recognize symptoms of abuse in their course of studies. At the same time, studies show that female patients do not appear comfortable discussing domestic violence with their healthcare providers; 92% of women who were physically abused by their partners did not discuss these incidents with their physicians. Considering the healthcare community's significant lack of preparedness for recognizing signs of domestic violence, the Regional Domestic Violence Council identified Recommendation #1, the effort to standardize and implement annual training and education for all healthcare personnel as a high priority.

The effort to implement this initiative and train the healthcare community began with the creation of an Annual Hospital Training Workgroup. The participants included physicians, nurses, and advocates from throughout the Valley. This Workgroup developed the "Health Cares About Family Violence Kit." The kit addresses the issue of domestic violence, and promotes universal screening and awareness among patients and employees. The kit contains the following items:

- Buttons that say "It is all right to talk to me about Family Violence."
- A sample protocol for hospitals.
- Safety brochures to place in restrooms and other areas.
- A quick guide detailing important questions to ask of patients.
- A referral resource list.
- A 30 minute video.



1 "The Healthcare Response to Domestic Violence," Family violence Prevention Fund, 1994
2 Cambell J: "Risk Factors for Intimate Partner Femicide: Preliminary Findings," 2000

Health Cares About Family Violence Kit



The kit is accompanied by a training component, in which Hospital Training Workgroup members can assist hospitals with the implementation of the “kit” into their daily practice.

In addition, MAG staff continues to work with Dean Coonrod M.D., Anu Partap, M.D., M.P.H., and Jane Brady, R.N., to develop a “Center for Healthcare Against Family Violence.” The Center will be housed at Maricopa County Integrated Health Systems (MIHS), and its mission is to provide educational resources, expertise, and research support to the healthcare community in its effort to identify and treat those affected by family violence.

Plans for the Center for Healthcare Against Family Violence will continue over the next two years, and include the development of a two-tiered plan. The first tier entails strategic planning over a six-month period to design the Center for Healthcare Against Family Violence. The planning and design phase includes the convening of community stakeholders to gain input on the Center, and the creation of a business plan for effective implementation. The second tier includes the initiation of outreach to healthcare organizations through the distribution of resources and training. Further, the Center will solidify CEO and administrative buy-in for implementing systems change, and key people will be identified for distribution of a domestic violence kit that will increase healthcare’s response to domestic violence.

Permanent systemwide change demands that resources and support be available on an ongoing basis to health care organizations. It is also essential to maintain a centralized system of delivery to serve as the link for health care organizations, to ensure that a standardized method of information is provided to victims and their children in every department within a health care system.



The Center for Healthcare Against Family Violence, championed by Dr. Dean Coonrod and Dr. Anu Partap of MIHS/MedPro, proposes to provide educational resources, expertise and research support to the healthcare community from an easily identifiable location to improve the healthcare community’s response to family violence, and to ensure that support and services are provided to those affected by family violence.

The Annual Hospital Training Workgroup, through the Healthcare’s About Family Violence efforts, strives to facilitate improved communication about domestic violence between victims and healthcare providers, with the ultimate goal of empowering providers to address any family violence questions and to provide resources and referrals.

The Hospital Training Workgroup is scheduled to complete its sample protocol by October 2002, and will work with all local hospitals on implementation. The Workgroup will also continue with the planning, design, and outreach for the Center for Healthcare Against Family Violence.

RECOMMENDATIONS # 6 & 7



DEVELOP AND IMPLEMENT EMPLOYER/EMPLOYEE DOMESTIC VIOLENCE WORKPLACE PROTOCOLS AND POLICY MANUALS. ASSIST BUSINESSES IN DEVELOPING A COMPREHENSIVE ACTION PLAN TO ASSIST VICTIMS AND ADDRESS WORKPLACE VIOLENCE.

Domestic violence does not stay at home when a victim goes to work. The United States Department of Justice reported that husbands and boyfriends commit an estimated 13,000 acts of violence against women in the workplace each year. In a study conducted by the National Center for Victims of Crime, 24% of domestic violence victims stated that domestic violence caused them to be late for work, 15% had difficulty maintaining employment, and 20% said the abuse affected their ability to advance their career. Further, studies show that 24-30% of women who are battered lost their jobs, 50-55% missed work, and more than 60% arrived late to work. In an effort to increase safety in the workplace and resources for employers, the MAG Domestic Violence Council members and others from the business community developed a group entitled "Employers Against Domestic Violence."

In October 2000, EADV convened with more than 65 businesses, companies, and organizations—public and private, large and small. The mission of EADV is to raise awareness of domestic violence and its impact on employees and on the workplace. EADV continues to work on building collaborative partnerships with public and private employers, developing and disseminating educational materials, and providing training resources to address the issues surrounding domestic violence in the workplace.

EADV launched its efforts with a Kick-Off Breakfast in May 2001. More than 100 participants attended to hear speakers such as Secretary of State Betsy Bayless, Arizona Attorney General Janet Napolitano, Phoenix Suns and Arizona Diamondbacks CEO Jerry Colangelo, Arizona Republic CEO and Publisher Sue Clark Johnson, and Phelps Dodge Chairman and CEO Steve Whisler.

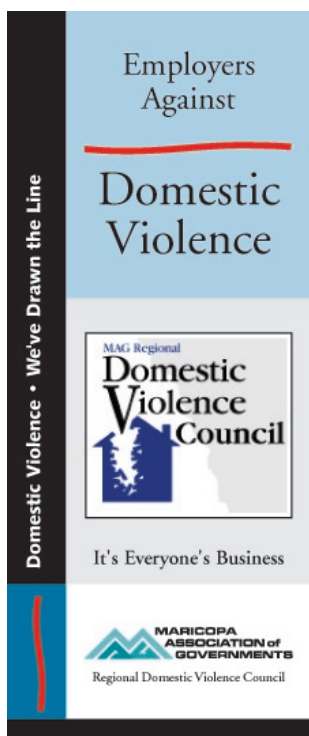


EADV Kick-Off Breakfast

In order to create the most efficient structure, EADV appointed several subcommittees to maintain the business community's enthusiasm and momentum. Those ongoing subcommittee efforts are described below.

EADV Training, Awareness, and Membership

This committee focuses on preparing employers to deal appropriately with employees victimized by domestic violence, and to help employers educate their staff to prevent domestic violence. EADV developed an information packet for employers that includes a sample policy for preparing and dealing



EADV Color Brochure

with violence in the workplace, handouts discussing methods and questions to ask if an employee is being victimized, warning signs of domestic violence, and suggestions for approaching an at-risk co-worker.

In addition, EADV holds quarterly forums to educate its members on different issues. Quarterly forum topics to date have included the following:

- "Creating a Comprehensive Workplace Response to Domestic Violence" (50 participants)
- "Moving the Issue of Domestic Violence Forward in Your Organization" (30 participants)
- "Security Issues in the Workplace in Regard to Domestic Violence" (60 participants)
- "Promoting Domestic Violence Awareness: A Practical Forum" (47 participants)
- Supervisory/Managerial Training Forum (scheduled for November 15, 2002)

The high number of participants seems to indicate a great deal of interest among the business community to increase knowledge and skills in the area of domestic violence. To scientifically gauge the business community's level of interest, though, the EADV Training committee conducted a survey. The survey attempted to determine the level of change within businesses concerning policy implementation, domestic violence training, and overall domestic violence awareness. Preliminary survey results show that many businesses and organizations are in the process of implementing a domestic violence policy, but still desire further direction from EADV. Therefore, the committee will develop a pool of trainers and offer training services in order to respond to the needs of the business community striving to increase membership; the committee goal is 100 members by the end of 2002. In order to achieve this goal, EADV member company CEOs are in the process of submitting letters detailing their company's interest in EADV, their commitment to domestic violence prevention and education, and their request for other businesses to join the effort. The letters from CEOs will be shared with participants at future EADV forums.

EADV Outreach

The Outreach Committee is working with Community Care Connections, a volunteer organization, to develop and implement a resource service guide that would allow shelters to participate in an in-kind program with local businesses. Direct mail is being drafted to specific businesses requesting their participation in the in-kind program. The local shelters have already designed a system for equal distribution of donations, and have included non-shelter providers as well. The goal is to have 50 percent of EADV's current membership base listed on the in-kind resource service guide.


In addition, the Outreach Committee is beginning to calendar all media spots or events related to domestic violence. The Committee aims to maintain an informal master calendar in order to better coordinate and time domestic violence publicity.

EADV Fundraising

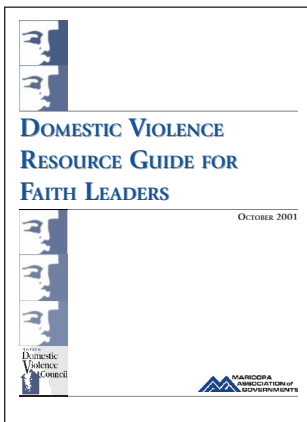
In light of the magnitude of domestic violence and the current state budget shortfall, the Fundraising Committee identified the need to assist shelters and other domestic violence programs with an alternative source of funding. The Fundraising Committee's goal is to raise and distribute \$400,000 to local domestic violence programs in its first year.

The first step in reaching that goal is the Fundraising Committee's first annual walk to raise funds to benefit victims of domestic violence. The event is scheduled for April 5, 2003, and a race coordinating company has been contracted to map, organize, and facilitate the event. The Committee is also in the process of approaching potential major sponsors of the event. Sponsors will fund the logistics and publicity for the event, and all proceeds could benefit victims and services.

In conclusion, Recommendations #6 and #7 are key efforts to raise public awareness and prevent domestic violence. The continued leadership of the business community on the above committees will certainly make significant inroads in addressing domestic violence.

	<p>Employers Against Domestic Violence</p>	<p><i>It's Everyone's Business...</i></p> <ul style="list-style-type: none"> • One out of every four of your female employees will experience domestic violence at some point during their life. • Domestic Violence costs American businesses between \$3-5 Billion per year in lost wages, absenteeism, healthcare costs, and turnover. • Domestic Violence doesn't stay at home when victims go to work, there are a reported 30,000 to 40,000 incidents of domestic violence in the workplace each year.
<p>Call Employers Against Domestic Violence (EADV) to find out more: (602) 254-6300 If you are a victim or know someone who is call 1-800-799-SAFE (7233)</p>		

Left: Ad promoting the Employers Against Domestic Violence Program



*Domestic Violence
Resource Guide for Faith
Leaders.*

RECOMMENDATION #8

ESTABLISH AN ON-GOING FAITH-BASED GROUP FOCUSED ON DOMESTIC VIOLENCE, AND INCORPORATE DOMESTIC VIOLENCE TRAINING INTO THEOLOGICAL CURRICULUM AND PASTORAL PROGRAMMING.

In 1999, the MAG Regional Domestic Violence Council began efforts to educate faith leaders about domestic violence and mobilize the religious community to prevent domestic violence. The involvement of the religious community is significant, as one out of every four members of a congregation is a victim of domestic violence.³ Since a faith leader is someone members turn to during a time of crisis, faith leaders may have a greater opportunity to positively impact the life of a domestic violence victim.

To this end, the Regional Council submitted and was awarded a \$25,000 “Doors of Hope” grant from the Phillip Morris Foundation. The funds were obtained in part to support the increasing cost of an annual statewide, one-day religious community conference about domestic violence. The conference was held on October 16, 2000, and over 250 religious leaders and community members attended the successful program.

Religious leaders who attended the training reported they felt more prepared to deal with domestic violence and to offer support and referrals to congregation members as appropriate. The training also enables the religious leaders to integrate religious beliefs through pastoral counseling. The empowerment of religious leaders to work with violence victims directly benefits victims by encouraging them to maintain their faith and gain strength from it while receiving the appropriate domestic violence services.

The Doors of Hope grant also supported the creation of a Domestic Violence Resources Guide for Faith Leaders. The Guide consists of a domestic violence overview, information on vulnerable populations (children, teens, elderly), sample sermons from a variety of faiths (Protestant, Catholic, Jewish, Muslim), and numerous local resources.

In addition, over the past four years, approximately 600 clergy statewide have received training to properly assist victims of domestic violence through statewide conferences, and over 500 manuals MAG Faith Based manuals have been distributed to different religious affiliations across the state and in Canada. In fact, domestic violence prevention organizers in Canada used the Council’s manual as a model to develop their own efforts to work with the religious community.

3 Reverend Marie Fortune, 1995.

TOPIC AREA	RECOMMENDATION	PROGRESS TO DATE	IN PROGRESS
Health Care	1. Standardize and implement annual training for all hospital personnel.	<ul style="list-style-type: none"> Maricopa Integrated Health Systems requires employees to take training courses dedicated to domestic violence education and prevention. Arizona Coalition Against Domestic Violence (AzCADV) operates a Health Issues Committee. The Committee's members offer training to hospitals on issues relating to domestic violence. Banner Health trains staff with the National Organization for OB/GYN Nurses curriculum. The curriculum was also adapted and used on other nursing units. Annual workshops also include videos, speakers, and pamphlets. 	<ul style="list-style-type: none"> Maricopa Association of Government (MAG) Health Care Work Group currently identifying key training elements in a model protocol.
	2. Implement universal screening and provide necessary follow-up services/resources to those who disclose problems with domestic violence to healthcare providers or substance abuse and mental health intakes.	<ul style="list-style-type: none"> East Valley Addiction Council (EVAC) screens for domestic violence at intake. City of Tempe Social Services Program performs universal screening for domestic violence on intake. Samaritan Behavioral Health-Scottsdale screens its patients for domestic violence, and conducts Project Free at the hospital and focuses on abuse in our lifetime and the use of addictive process, especially chemical, to self-medicate these life traumas. Case managers throughout the facility screen for women who might benefit from participation in the group (inpatient and outpatient) For further details, contact Terri Roza at (602) 528-3175. Native American Connections' Guiding Star Lodge offers drug treatment programs, and screens all of its patients for domestic violence. Domestic violence educational groups are also offered. Value Options' Crisis Hotline workers are trained on issues of domestic violence and consistently screen for such problems. 	N/A
	3. Integrate domestic violence training into the core curriculum of medical, nursing, physician assistant, and nurse practitioner programs, as well as masters degree programs in social work, psychology, and counseling	<ul style="list-style-type: none"> Arizona State University (ASU) School of Social Work includes domestic violence as a part of its curriculum. ASU's School of Nursing incorporates Domestic Violence as a part of its core curriculum. 	
Mental Health/ Substance Abuse	4. Create a policy change within State Board of Behavioral Health's Certification to require cross training on domestic violence and mental health/substance abuse using Arizona Coalition Against Domestic Violence (AzCADV) models.	<ul style="list-style-type: none"> Not currently reportable. 	
	5. Incorporate domestic violence early prevention and early intervention into mental health/substance abuse treatment programs.	<ul style="list-style-type: none"> East Valley Addiction Council (EVAC) actively integrates domestic violence prevention and early intervention in its treatment program. AzCADV offers frequent training for Value Options staff regarding issues of domestic violence. 	
Workplace	6. Develop and implement employer/employee domestic violence workplace protocols and policy manuals.	<ul style="list-style-type: none"> Arizona was selected for the Corporate Citizenship Initiative from the Family Violence Prevention Fund for its collaboration between the Governor's Office, MAG, AzCADV, and the Attorney General's Office. MAG developed and distributed a "Domestic Violence in the Workplace" brochure. 	<ul style="list-style-type: none"> Business leaders on MAG's Regional Domestic Violence Council formed a collaboration entitled "Employers Against Domestic Violence (EADV)". EADV works with employers of all sizes to form a united response to domestic violence victims in the workplace, and facilitates quarterly employer training sessions.

TOPIC AREA	RECOMMENDATION	PROGRESS TO DATE	IN PROGRESS
	7. Businesses develop a comprehensive action plan to assist victims and address workplace violence.	N/A	<ul style="list-style-type: none"> ▶ EADV aims to provide technical assistance to employers for implementing policies and practices to address domestic violence in the workplace. EADV recently surveyed employers, and will continue to do so on an annual basis, to determine the level of implementation of the essential components of a workplace response.
Religious Groups	8. Establish an ongoing faith-based group focused on domestic violence; incorporate domestic violence training into theological curriculum and pastoral programming.	<ul style="list-style-type: none"> ▶ MAG cosponsored the "Religious Response to Domestic Violence" forum held in October 2001. This event united over 250 clergy and lay leaders for an in-depth training on domestic violence. ▶ MAG developed a comprehensive resource manual for faith leaders. ▶ MAG sponsored national domestic violence expert Sarah Buel to train over 100 religious leaders in March 2000. 	N/A
School-Based Education	9. Teach all children/teenagers/young adults about domestic violence, conflict resolution, and anger management.	<ul style="list-style-type: none"> ▶ Center for Prevention of Abuse and Violence (CASA) offers the Positive Outcomes Within Every Relationship (POWER) program to teach teenagers to seek positive outcomes within every relationship. The program also focuses on rape prevention, dating, and maintaining healthy relationships. (602-254-6400) ▶ My Sister's Place, a local domestic violence shelter, offers the PAVE Program. (480-821-1024) ▶ Planned Parenthood sponsors the Positive Force Players, a peer education teen theater group. (602-263-4239) ▶ AzCADV offers training for youth based on need and availability of trainers. ▶ The City of Phoenix Parks and Recreation Department's "Project Brave" focuses on providing educational workshops and activities on conflict resolution, anger management, healthy relationships, and safety planning. (602) 262-6862 	
	10. Make domestic violence training for teachers a requirement for certification and recertification; require all school support staff to be trained on domestic violence.	<ul style="list-style-type: none"> ▶ No reported actions; this recommendation is a top priority for the Regional Domestic Violence Council for FY 2002. 	
Parent & Family Education - Families & Friends	11. Implement domestic violence education outside school settings.	<ul style="list-style-type: none"> ▶ No reported actions; this recommendation is a top priority for the Regional Domestic Violence Council for FY 2002. 	
	12. Provide counseling and education for adults and children involved in criminal justice systems.	<ul style="list-style-type: none"> ▶ City of Tempe provides both on-site and follow up services. ▶ Attempts were made to incorporate domestic violence support groups and education in prison. 	
Community Education & Outreach	13. Develop a media relations campaign promoting a Zero Tolerance policy for domestic violence.	<ul style="list-style-type: none"> ▶ The Attorney General's Office implemented a statewide public awareness campaign, and is currently in Phase II of the 3-phase campaign. 	<ul style="list-style-type: none"> ▶ Men's Anti-Violence Network (M.A.N.) media campaign project sponsored several public service announcements and provided information to various businesses and commercial outlets. ▶ City of Phoenix Domestic Violence Task Force education/awareness efforts at Bank One Ballpark. ▶ MAG Domestic Violence Safety Plan brochures have been distributed and disseminated at hundreds of businesses throughout the Valley.

CRISIS INTERVENTION & TRANSITIONAL RESPONSE

RECOMMENDATION #24

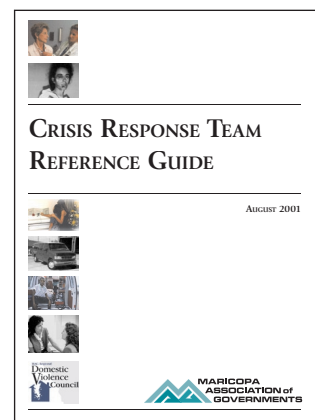
CREATE A BETTER LINK BETWEEN SOCIAL SERVICES AND EMERGENCY SERVICES PERSONNEL AT THE SCENE THROUGH UTILIZATION OF CRISIS RESPONSE TEAMS.

The scene of a domestic violence crime may be tenuous, emotional, dangerous, and frustrating. Those first moments when social service providers and emergency services personnel respond to the scene are critical, and all providers must work together for the benefit of the victim.

To this end, the Crisis Response Team Initiative created a training manual for training all crisis response team members across the county, with the ultimate goal of expanding the training to include personnel statewide. The MAG Crisis Response Team, spearheaded by Don Peyton, Phoenix Fire Department Program Manager, completed a training manual. The manual covers domestic violence, crisis intervention, substance abuse, and death notification. The thorough, informative training is conducted by professionals in the emergency services field, and also serves to enhance teamwork, coordinated community responses, and the concept of networking among family violence providers.

To date, several training sessions have been held. The first such training was conducted in October 2001 at the Arizona Police Officers' Standards and Training Institute (AzPOST), and the second training was offered January 2002 at the Downtown Phoenix Fire Department. Since the program's, 53 volunteers have been trained, and have gone out on a total of 1,356 calls. Trainers are also skilled at working with entire staffs, and have trained the Pinal County staff with the Crisis Response curriculum. Currently, the cities of Gilbert, Chandler, Mesa, Tempe, Phoenix, Glendale, and Scottsdale have Crisis Response Teams.

It is the hope of the Crisis Response Team that multiple jurisdictions in Maricopa County will continue to participate in this training. This training represents the first collaborative effort of its kind, and the participation of many communities would result in a consistent training for all Crisis Response Team volunteers. For questions regarding the training, please contact Don Peyton at (602) 261-8038.



*Crisis Response Team
Reference Guide and
Training Manual*



TOPIC AREA	RECOMMENDATION	PROGRESS-TO-DATE	EFFORTS IN PROGRESS
Criminal Justice	14. Standardize training for criminal justice personnel including judges, <i>pro tem</i> judges, court staff, prosecutors, and police/fire departments.	<ul style="list-style-type: none"> Domestic violence training for judges coordinated by Arizona Administrative Office of the Supreme Court and Arizona Police Officers Standards and Training (AZ POST). The Gilbert Police Department maintains a standardized training for all officers every 2 years. New officers also receive 4 hours of domestic violence training in post academy. In FY 99-00, a STOP Grant funded a collaborative training between the Administration of the Courts and AzCADV. Entitled "Promising Practices, Arizona's Approach to Improving the Courts Response to Domestic Violence", the training was facilitated by a judge, an advocate, and a law enforcement officer. 	<ul style="list-style-type: none"> Regional Community Policing Institute (RCPI) offers training on all aspects of domestic violence. In September 2002, RCPI will work in collaboration with MAN on a cross disciplinary training with lawyers, prosecutors, and advocates.
	15. Victims requesting Orders of Protection should be given priority service.	<ul style="list-style-type: none"> The City of Tempe staffs a full-time advocate to assist victims through the legal system. Phoenix Family Advocacy Center maintains a video linking service so victims do not have to wait at the courthouse. The City of Mesa obtained video-conferencing. 	N/A
	16. Noncompliant offenders should be held accountable by the criminal justice system through expeditious handling of cases, collection of relative data on the offender for judges, and supervised probation.	<ul style="list-style-type: none"> Maricopa County Sheriff's Department maintains a protocol of "evidence-based prosecution", including the following: reporting and filing 911 calls related to domestic violence and forwarding that information to prosecutors; patrol officers have tape recorders to tape "excited utterances" at the scene of the domestic violence crime; and, photos are always taken at the scene of the crime. Phoenix Police Department maintains a Threat Management Team to target highly dangerous perpetrators. The City of Phoenix maintains the Bench Mark Warrant Program to expedite quick service of warrants. The City of Tempe Adult Diversion Program monitors noncompliant offenders. The City of Gilbert promotes coordination among the police department, prosecutors and counseling services for noncompliant offenders. The City of Chandler has supervised probation for first time offenders. 	<ul style="list-style-type: none"> Men's Anti-Violence Network (M.A.N.) co-hosted the "Comprehensive Approach to Stopping Domestic Violence" with the Attorney General's Office and Community Policing Institute. Another statewide multi-disciplinary training is scheduled for Fall 2003. The City of Avondale is striving to improve the handling of domestic violence cases through tracking and oversight of cases and data collection by utilizing a City of Avondale staff person and new camera equipment.
	17. Consider adopting the Family Violence Center model for larger communities (smaller communities capture aspects of the model perhaps on regional level).	<ul style="list-style-type: none"> The Mesa Center Against Family Violence opened in 1998. The Phoenix Family Advocacy Center opened in October of 1999. Glendale's West Valley Family Advocacy Center opened in 2001. 	<ul style="list-style-type: none"> The Scottsdale Family Advocacy Center opened in October 2002.
	18. All local governments should implement the Maricopa County Attorney's Domestic Violence Protocols.	<ul style="list-style-type: none"> The Maricopa County Attorney's Office held a conference on February 28, 2000 to develop a rollout strategy for the protocols. 	N/A

TOPIC AREA	RECOMMENDATION	PROGRESS-TO-DATE	EFFORTS IN PROGRESS
Medical	19. Establish and implement hospital protocols as mandated by the Health Resources and Services Administration; involve victims in the decision by hospital personnel of whether to report to police unless mandated by statute.	<ul style="list-style-type: none"> Maricopa Medical Center is convening a task force to develop domestic violence protocols for Maricopa Integrated Health Systems to be piloted initially in the Obstetrics/Gynecology and Emergency Departments. 	
	20. Establish and implement emergency service pre-hospital protocols (fire departments and emergency departments).	<ul style="list-style-type: none"> No reported actions. 	
	21. Establish and implement medical/dental clinic and physician's office protocols.	<ul style="list-style-type: none"> No reported action. 	
Victim Services	22. Provide an array of culturally diverse emergency and age-appropriate support services to victims of domestic violence; create a program that addresses victims with substance abuse or mental illness.	<ul style="list-style-type: none"> The City of Tempe provides a range of services starting with on-scene assistance at crisis response to follow-up by victim advocates. The City of Gilbert provides comprehensive, culturally diverse services from master-level counselors. A collaborative between Save the Family and PREHAB offers behavioral health services to domestic violence clients. The Native American Community Health Center offers offender treatment programs and incorporates traditional healing such as talking circles, sweat lodges, and medicine men. 	N/A
	23. Provide services to children affected by domestic violence; improve linkages with Child Protective Services (CPS).	<ul style="list-style-type: none"> The Arizona Coalition Against Domestic Violence (AzCADV) and CPS have joined together to add a domestic violence component to the CPS training curriculum. The City of Tempe's Social Services Department is working to improve linkages between CPS and the Tempe Police Department. The Town of Gilbert provides free services to children affected by domestic violence through the Police Department's Victim Assistance program. Save the Family's "Kids Works" and "PALS" provide supportive education to child victims of domestic violence. The Sojourner Center and CPS have partnered to provide outreach to those CPS cases identified that involve domestic violence. Victims are referred to Sojourner by CPS. The Sojourner Family Assistance Program provides education on redefining family structure and teaching children safety planning. Therapists utilize Trauma Resolution Therapy. 	<ul style="list-style-type: none"> The Attorney General's office has a CPS domestic violence task force working to implement the National Council on Juvenile and Family Court Judge Protocols.
	24. Create a better link between social services and emergency service personnel at the scene through the utilization of Crisis Response Teams (CRT).	<ul style="list-style-type: none"> Cities with current CRTs include Gilbert, Chandler, Mesa, Tempe, Phoenix, Glendale, and Scottsdale. 	<ul style="list-style-type: none"> MAG Crisis Response Work Group is working on development of a guideline training manual to be used in training all CRTs across the region as well as working on developing a "Regional Training Center" for all CRTs to train in mutual/automatic aid.

TOPIC AREA	RECOMMENDATION	PROGRESS-TO-DATE	EFFORTS IN PROGRESS
	25. Provide victim advocates at critical stages in the crisis response.	<ul style="list-style-type: none"> ▶ The Cities of Tempe, Phoenix, Glendale, Gilbert, and Scottsdale secured funding to provide victim advocates at the scene in their respective domains. ▶ Maricopa County offers victim assistance once the case reaches the courts. ▶ Sojourner Center maintains a victim advocate program located in Superior Court. 	N/A
	26. Create standards for the provision of services to victims of domestic violence in transitional housing programs.	<ul style="list-style-type: none"> ▶ AzCADV developed a Best Practices Manual. (602-279-2900) ▶ Save The Family presently utilizes a comprehensive standards package based on research models consistent with positive outcomes. 	N/A
Offender Services	27. Establish and implement a treatment framework based on assessment and evaluation; expand services for offenders.	<ul style="list-style-type: none"> ▶ The City of Tempe sponsors a domestic violence treatment group for perpetrators. ▶ In October 2001, Department of Health Services (DHS) rules for Batterer Intervention Programs went into effect. Programs must adhere to the rules to be licenced by DHS. Under this provision, private practices may be licenced as well. ▶ Justice Services - a private treatment provider- currently holds the County contract. 	N/A

SYSTEM COORDINATION & EVALUATION

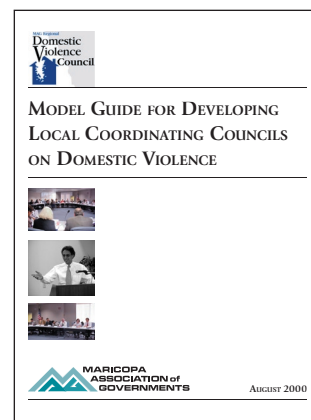
RECOMMENDATION #28

ESTABLISH AND IMPLEMENT CITY-BASED OR REGIONAL INTERDISCIPLINARY DOMESTIC VIOLENCE ACTION TEAMS COMPOSED OF ALL RELEVANT DISCIPLINES THAT AFFECT DOMESTIC VIOLENCE.

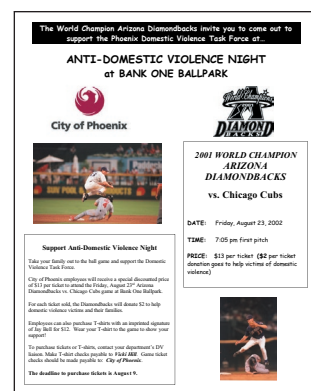
Maricopa County is the fourth most populous county in the United States, with a population of approximately 3 million people in a region covering 9,222 square miles. It is a diverse county that encompasses urban, rural, and reservation/tribal communities. With this in mind, members of the MAG Domestic Violence Council identified the need to develop community-based action teams, or local coordinating councils, to account for the diversity of issues attributed to living in such a large region. While domestic violence is a nationwide problem, positive results are much more likely when local communities are involved in their own coordinated responses to domestic violence.

The Local Coordinating Council Working Group adapted a training guide modeled after the state of Kentucky's "Model for Local Coordinating Councils on Domestic Violence" that provides information on developing and running a local coordinating council. The Local Coordinating Council Working Group then recruited members from local jurisdictions in Maricopa County to participate in a two-day training to learn how to form their own Local Coordinating Councils. The February 2001 training was interactive and provided participants with hands-on strategies to move ahead with their own Councils. To date, there are five Local Coordinating Councils in the region, including:

- Southwest Local Coordinating Council, including the cities of Avondale, Buckeye, Gila Bend, Goodyear, Litchfield Park, and Tolleson. This Council is currently working on safety brochure distribution to local businesses. The Council is also in the process of reviewing services provided within each city, and issuing recommendations to each jurisdiction and agency to ensure all appropriate domestic violence services and resource needs are met.
- Phoenix Task Force is working on a recorded message about domestic violence for callers placed on hold on City lines. This Task Force also placed domestic violence information on ten billboards across the city, produced and distributed pocket cards for police officer reference, and sponsored the August 23 "Anti-Domestic Violence Night at the Ballpark".
- Mesa Coordinating Council is working with local news station Channel 3 to air domestic violence education spots.



Model Guide for Developing Local Coordinating Councils on Domestic Violence

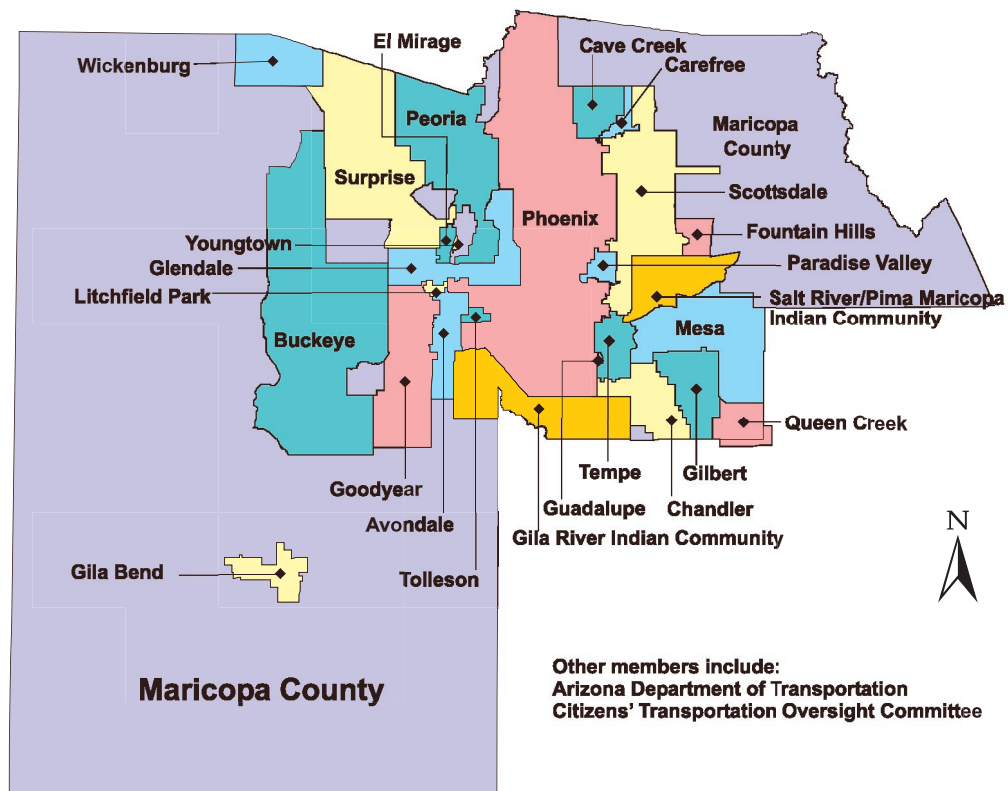


Flier advertising the "Anti-Domestic Violence Night at the Ballpark"

- The Chandler City Council is considering adoption of a resolution to develop an Advocacy Center.
- Northwest Valley Domestic Violence Prevention Task Force included the cities of El Mirage, Peoria, Sun City, Sun City West, Surprise, and Youngtown. The Task Force worked to coordinate local domestic violence prevention and education, and received a grant to produce its own regional domestic violence plan. Grant funding also placed a part-time domestic violence advocate with the City of Surprise Police Department. However, the organization spearheading the above efforts closed its doors in 2000, and the Task Force has been inactive since that point.

Each of the Local Coordinating Councils will continue with its individual efforts, and will report back periodically to the Local Coordinating Council Working Group. In addition, MAG staff and other community members are looking forward to regenerating a Northwest Valley Coordinating Council.

Right: Maricopa region map with member jurisdictions.



RECOMMENDATION #29

ESTABLISH A REGIONAL COORDINATING COUNCIL ON DOMESTIC VIOLENCE.

MAG recognized that without sustained leadership at the top level and regional representation and accountability, the various agencies and systems with a stake in domestic violence activities would continue to act independently and produce a less efficient response to the problem. The solution, then, was the creation of a regional council that would work in unison to complement one another's ideas and efforts.

To this end, in 1999 MAG was awarded an Innovative Grant through the Governor's Office. The first task in implementing the grant was to hire a Domestic Violence Specialist. The second task was to convene the Regional Domestic Violence Council. In order to encourage maximum representation and participation, numerous letters were sent and phone calls were made to potential participants. The result is a 60-member Council consisting of community stakeholders across multiple disciplines and areas, including law enforcement, judiciary, health care, education, social services, business, faith-based institutions, and volunteer organizations.

Over the past three years, Council members have spent countless hours working on the implementation of the initiatives. The Council is pleased to maintain interest and buy-in from top leadership throughout the region. The Council also benefits from the diversity of the cities and entities represented, thus absorbing a wide variety of perspectives and producing the most creative and effective responses to regional domestic violence.

The Council continues to meet bimonthly, and its current chair, Councilwoman Peggy Bilsten, provides extensive leadership and direction. The Council is committed to implementing the remaining Initiatives.



Phoenix Councilwoman
Peggy Bilsten, Chair,
Regional Domestic
Violence Council

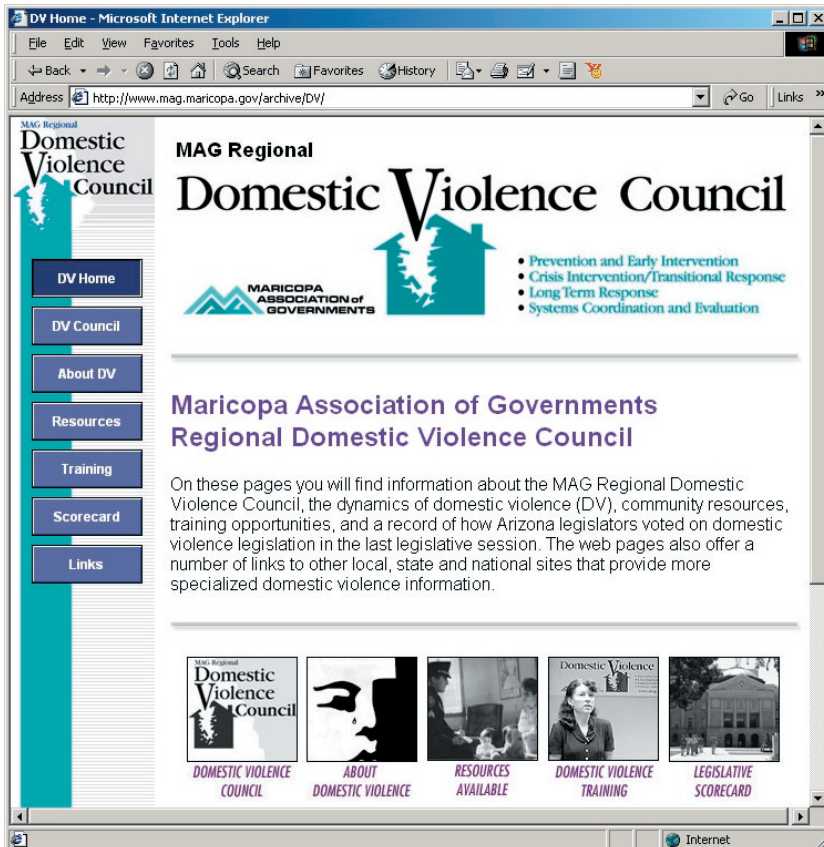
RECOMMENDATION # 30

DEVELOP A WEB SITE LISTING AVAILABLE SOCIAL SERVICES AND EXISTING PREVENTION PROGRAMS, AS WELL AS LINKS TO OTHER DOMESTIC VIOLENCE INITIATIVES AND ORGANIZATIONS.

The MAG domestic violence Web site was one of the first initiatives to come to fruition when it was activated in March of 2000. The Web site may be accessed through the MAG homepage at www.mag.maricopa.gov/dv.

The MAG domestic violence Web site offers domestic violence information, such as listings of local shelters and hotlines, and several links to local and national domestic violence educational sites, such as the Governor's Office for Prevention of Family Violence and the National Coalition Against Domestic Violence. In addition, any domestic violence resources developed by MAG staff and the Council may be accessed on the Web site. Examples of resources are as follows:

- MAG Regional Domestic Violence Plan (1999)
- Domestic Violence Council Newsletters
- Model Guide for Developing City/Local Coordinating Councils on Domestic Violence
- Crisis Response Team Manual
- Domestic Violence Safety Plan (English or Spanish)



The Web site also includes a legislative scorecard featuring a list of domestic violence legislation signed by the governor, a list of failed domestic violence legislative efforts, and a 2001 scorecard for both the Arizona Senate and Arizona House on domestic violence issues.

Finally, the Web site offers a training calendar with local and national trainings dates. The calendar, as with the entire Web site, is updated quarterly by MAG staff. To offer suggestions or other links to the MAG Regional Domestic Violence Council Web site, please contact MAG staff at (602) 254-6300.

TOPIC AREA	RECOMMENDATION	PROGRESS TO DATE	IN PROGRESS
Coordinated Community Response & Evaluation of Domestic Violence Systems	28. Establish and implement city-based or regional interdisciplinary domestic violence action teams.	► MAG training was provided to local Coordinating Councils; cities/regions in attendance included Mesa, Scottsdale, Chandler, Phoenix, Northwest Valley and Southwest Region.	N/A
	29. Establish a Regional D.V. Coordinating Council	► MAG secured an Innovative Grant from the Governor's Office of Domestic Violence Prevention and convened the Council for the first time in January.	N/A
	30. Develop a Web site which lists available social services and existing prevention programs, and links with other domestic violence initiatives and organizations.	► MAG's Domestic Violence Website serves as an information link about the Council activities, and provides statewide and national domestic violence resources links.	N/A
	31. Develop and implement a Collaborative Training Network.	► No reported action.	N/A
Data Collection for Victim Services	32. Expand the victim services database collected by the Department of Economic Security to include other victim service providers besides shelters.	► No reported action.	N/A
	33. Expand the CONTACS system to include a computerized resource notebook of transitional and affordable rental housing sources and eligibility criteria.	► Community Development Coalition of Arizona maintains a database of affordable housing. (602-277-1333)	N/A
Data Collection & Sharing of Information on Offenders	34. Implement a coordinated data collection and retrieval system in order to hold offenders accountable.	► N/A	The Administrative Offices of the Court (AOC) is still building, testing, and adding courts to the Court Protective Order Repository (CPOR). The Arizona Court Automation Program (ACAP) has 120 courts linked so far, with 15 courts remaining.

TOPIC AREA	RECOMMENDATION	PROGRESS-TO-DATE	IN PROGRESS
Child Care	35. Increase access to safe and affordable child care for victims through the following means: on-site child care in shelters and court buildings, higher level child care subsidies, and sharing of information on existing child care resources.	<ul style="list-style-type: none"> Shelter-based child care facility at the Sojourner Center. Association for Supportive Child Care provides resources and assistance to obtain affordable child care. DES recently raised its subsidies to a higher level for child care providers. Victims are able to obtain childcare subsidies through Temporary Assistance to Needy Families (TANF) benefits. 	N/A
Victim Services	36. Institute a comprehensive long-term case management system for victims.	<ul style="list-style-type: none"> Long term program currently in place at the Sojourner Center. Save the Family Transitional Housing Program provides long term case management, and receives 60% of its referrals from domestic violence shelters. 	N/A
	37. Implement supervised visitation centers to ensure safety of women and children in custody exchanges, with potential locales including court buildings, churches, community-based organizations, and family service centers.	<ul style="list-style-type: none"> No reported action. 	N/A
Affordable Housing	38. Increase the amount of permanent affordable housing.	<ul style="list-style-type: none"> The A.R.M. of Save the Family provides affordable housing in the east Valley. A.R.M. currently has 33 units and is making plans to add 15 more units. Homeward Bound has increased transitional housing to accommodate domestic violence victims. Sojourner Center opened transitional housing units in 2001. Faith House, Chrysalis and DeColores have opened transitional housing programs. 	N/A
Informal Helping Networks	39. Mobilize neighborhood and tenant homeowner associations to become involved in the area of domestic violence.	<ul style="list-style-type: none"> No reported action. 	N/A
	40. Create a companion brochure to the MAG Domestic Violence Safety Plan focused on the role of informal helping networks.	<ul style="list-style-type: none"> No reported action. 	N/A
Employment Assistance	41. Integrate employment support (job readiness, placement, retention, and peer support) into a long-term case management approach to assist victims in achieving economic independence.	<ul style="list-style-type: none"> Fresh Start Mentoring Program assists mentees with life skill development, problem-solving, and decision-making. (602) 523-6730. Arizona Women's Education and Employment (AWEE) provides life skills and job readiness training. Sojourner began a program with American Express to provide on-site resident training. 	<ul style="list-style-type: none"> Fresh Start Women's Foundation is opening a Center in October 2002 to provide mentoring, skill development, and other support services.

EVALUATION OF PROGRESS TO DATE

INTRODUCTION

History

On May 26, 1999, the MAG Domestic Violence Subcommittee submitted the Regional Plan on Domestic Violence that was approved by the Regional Council. The Plan provides a comprehensive framework for a coordinated community response to domestic violence in Maricopa County. Following a recognition of the pervasive nature of family violence, the Regional Council created the Domestic Violence Subcommittee evidencing a strong commitment to the safety of victims, holding offenders accountable, and to the prevention of future family violence.

Overview

The MAG DV Plan was created on the premise that domestic violence is regional in nature, requiring people from every jurisdiction and sector of our community to become an active player in finding and implementing solutions to the pervasive problem of family violence.

The MAG DV Plan consists of (41) specific recommendations in four major areas:

- Prevention & Early Intervention
- Crisis Intervention & Transitional Response
- Systems Coordination & Evaluation
- Long-term Response

The overall goal of the MAG DV Plan is to create comprehensive systems integration to:

- Reduce the incidence and prevalence of domestic violence
- Increase the safety of victims and their children
- Administer effective consequences and treatment to offenders
- Prevent abuse through education, training, outreach, and early identification and intervention

Systems integration will be evident when, among other things, there is ongoing and consistent information exchange, uniform enforcement of protocols, and consistent tracking and sharing of resources and other learnings related to issues surrounding family violence.

Consequently, the MAG DV Plan emphasizes the following components:

- Training & community education
- Effective intervention & treatment for offenders
- Working toward increases in funding and other resource allocation

The MAG Regional Plan on Domestic Violence includes information about the nature and prevalence of domestic violence, legislative recommendations, and

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June 30, 2002

a domestic violence safety plan resource. The capstone of the Plan is a broad, multi-system range of recommendations that will act as a blueprint to stop domestic violence in the region.

Evaluation Process Methodology

In accordance with a contract from the Governor's Office for the Prevention of Family Violence, the Council engaged Todd Hornback, an independent consultant, to complete an evaluation of the MAG DV Council as described in the 2002 MAG Unified Planning Work Programs. It was decided that a qualitative evaluation of the effectiveness of the MAG DV Council was a reasonable and appropriate process.

A series of stakeholder focus groups was conducted in June 2002. The intent of the "feedback sessions" was to bring together members of the Council, as well as various stakeholders from the domestic violence community, to reflect upon the progress of the Council, the MAG DV Plan, and the goals and objectives therein.

It is important to note that the role of the consultant was to engage various stakeholders toward feedback and lessons learned and not to conduct an independent evaluation of the DV Council.

This report represents a summary of qualitative and anecdotal feedback from a sample size of stakeholders involved in the MAG DV Council and/or its initiatives. The following pages illustrate the perceptions and findings of the focus groups participants.

EVALUATION FOCUS GROUPS

Background

In June 2002, three focus groups were conducted with a variety of stakeholders representing the MAG DV Council, individuals and organizations involved with the implementation of the MAG DV Plan, and Maricopa County's domestic violence community. With a total of (35) participants over the course of the three workshops, participants had the opportunity to provide feedback in two separate formats: participation in the focus group conversation and participation in a written evaluation form.

The focus groups questions were concentrated on the following arenas:

- Accomplishments of the MAG DV Council and/or its initiatives
- Organizational change resulting from participation in MAG DV Council and/or its initiatives
- Recommendations and/or areas for improvement for the MAG DV Council and/or its initiatives
- Overall "themes of consensus" considered important evaluative information

KEY FINDINGS

1. MAG DV Council Infrastructure ~

The operational framework of the MAG DV Council is intended to engage a wide variety of individuals and organizations who are concerned with the growing problem of family violence. This framework includes a key leadership policy council, the MAG DV Council itself, committees comprised of representatives from organizations who bring the capacity to carry out the plan, and staff support from the Maricopa Association of Governments (MAG). The participants consider this model both appropriate and successful. Combining the talent, leadership and political will of the MAG DV Council representatives, with individuals and organizations who bring years of experience and skill in addressing issues of family violence and the staff support in sustaining momentum and facilitating the Plan's implementation has substantially contributed to its success. The "powerful presence" of members of the DV Council provides an important sense of leadership, even authority, which both facilitates change and provides a sense of support and validation of all those whom are working toward the prevention and elimination of family violence. Furthermore, participants consider funds from the Governor's Office to have provided a critically needed investment for sustaining and enhancing the work of the Council.

2. Action-oriented Process ~

The MAG DV Council has done an excellent job in balancing the need to convene and facilitate an information exchange and learning component to the process while remaining action-oriented and accomplishment focused. In fact, this balanced approach has not only mobilized employers and the corporate/business community, but their interest and involvement has been sustained over time, ultimately resulting in consistent participation and dramatic changes in several large corporations and their efforts to address issues of family violence. Contrary to many other invitations for support, the MAG DV Council has successfully engaged the business community beyond the role of funder to a role of active participant and partner.

3. Systems Integration ~

Consistent with the overall purpose of the MAG DV Council, substantial strides toward system integration have occurred. Overall, participants felt that the process has resulted in the integration of child abuse prevention organizations and the domestic violence community, forging the emergence of a new, more accurate understanding of family violence. Prior to the formation of the MAG DV Council, these two separate communities often worked in isolation of one another and, in many instances, even competed with one another for limited dollars and other resource allocation. Today, the MAG DV Council has made much progress in bringing these two communities together toward maximizing limited resources, reducing costly overlap, and coordinating services.



With heavy emphasis on education, training and other outreach efforts, it is clear that success in this area has been demonstrated. For example, as the broader community comes to further understand the issues surrounding domestic violence, there has grown an increased appreciation of the relatedness of family violence and other issues. That is, child abuse, substance abuse, anti-social and other delinquent behaviors, for example, are now seen as directly related to family violence in more cases than previously recognized. Further, many protocols, policies, and other procedures have been updated and improved based on this new understanding.

- There has been an increase in calls for assistance that have been identified as a domestic violence-related issue;
- Service providers have broadened their understanding of family violence, essentially improving service delivery; and,
- There has been an increase in funding support for family violence related programming, in particular, an increase in the number of emergency beds available for victims.

1. The MAG Domestic Violence Plan ~

2. Health Cares About Domestic Violence (Training & Resource Kit) ~

A best practice/model program, the training kit is intended to provide a



consistent method for hospitals and healthcare workers in dealing with and responding to issues related to family violence. The kit includes a training video and an outline of model protocol.

3. Safety Plan ~

Consistent with an attempt to provide additional resources and further safety precautions for victims, a coordinated safety plan was established. The plan includes information on how victims can increase their safety options, whom to call in case of an emergency or for other resources, and other important information for domestic violence victims and the community. Safety plans have been placed in every public restroom throughout the City of Phoenix and every Department of Public Safety (DPS)-operated rest room throughout the State. Additionally, in a most creative way of getting important information into the hands of those who need it most, "shoe cards" (laminated safety plans made small enough to fit in a shoe) have also been provided for an added measure of information sharing in the safest possible way.

4. Employers Against Domestic Violence (EADV) ~

The EADV business coalition includes some of the largest employers in Maricopa County, including the Arizona Republic, Motorola, and the Phoenix Suns, among others. The intent of EADV, in part, is to convene employers in a concerted effort to strengthen their approaches to workplace violence prevention. Participants in EADV consistently suggest that their involvement in the coalition has resulted in a broadening of their understanding of workplace violence to include issues of family violence. This learning has led many of them to incorporate family violence prevention efforts into their overall strategies for workplace violence prevention.

EADV's outcomes to date are as follows:

- Hosted quarterly forums for employers and the business community
- Conducted various trainings in family violence prevention
- Created a workplace violence prevention handbook on issues related to family violence.

5. Training ~

Prioritizing strategies related to training has resulted in several important outcomes. A comprehensive crisis response training manual was developed and training has been conducted for hospital staff and healthcare workers, crisis advocates, police and fire personnel, and the faith community.

6. Family Advocacy Centers (FAC) ~

Clearly a successful demonstration of collaboration and systems integration, the FAC concept has provided an important avenue for implementing the MAG DV Plan. Bringing various stakeholders and sectors of the community together, in literally the same building, has resulted in dramatically improved



Front cover of the Domestic Violence Safety Plan.

working relationships across sectors and an improved overall service delivery system. A true working collaborative, the FAC have successfully leveraged resources, maximized talent, and demonstrated that protocols and other procedures have been coordinated and streamlined. Maricopa County currently has three FAC in full operation, Phoenix, West Valley and Mesa. There are plans underway to bring additional FAC to Scottsdale and Chandler.

7. Men's Anti-Violence Network (M.A.N) ~

A program of the Arizona Foundation for Women, the work of M.A.N. focuses on offender accountability, particularly via unique public awareness efforts and prevention programming. Participants were unable to discern if M.A.N is a direct accomplishment of the MAG DV Council, but did report a strong and important connection of support between the two initiatives.

AREAS FOR IMPROVEMENTS AND FUTURE EVALUATION BENCHMARKS



Communications and information dissemination should be broadened to a wider audience of front-line staff in family violence prevention and intervention organizations and institutions. For example:

- Provide regular and consistent strategies for ongoing resource awareness and training.
- Publish a Family Violence Prevention and Intervention Resource Guide.
- Publish the accomplishments of the MAG DV Council and its initiatives on a regular basis both locally and nationally. One model to research is the "Speaking Up" newsletter produced by the Family Violence Prevention Fund.
- Create a public awareness committee to further efforts to increase public awareness.

Additional Gaps Assessments would provide an opportunity to update and potentially improve the Plan. For example:

- Research the Duluth, MN Community Audit Model.
- Study gaps in populations in need of services but still not accessing.
- Explore opportunities to develop additional follow up services.
- Raise questions about "non-traditional" victims such as same sex relationships, males as victims vs. issues of "predominant aggressor."
- Explore additional advocacy-oriented case management programming for victims.

Strengthening Advocacy/Lobbying role of the MAG DV Council would create opportunities to influence the public policy debate around issues of importance to the implementation of the MAG DV Plan. Utilizing the powerful presence of the Council, combined with the large size of Maricopa County,

would create an important policy-level support system for further success in carrying out the (41) recommendations. For example, the MAG DV Council could:

- Develop an educational packet for newly elected Arizona State Legislators.
- Create a Public Relations/Social Marketing Campaign to further educate the general public.
- Publish a Public Policy Agenda and engage the community in mobilizing political will.

Increase Public Awareness Strategies to continue expanding an important building block for implementing additional recommendations. For example:

- Utilize the media more frequently.
- Focus on the social context that allows a prevalence of family violence.
- Access funding to sustain any/all social marketing messages over time.

Additional Recommendations (not representing a consensus)

- Develop additional prevention-focused strategies
- Review/update MAG DV Council representation
- Develop evaluation strategies for each of the (41) recommendations
- Engage additional representation from Tribal Communities
- Develop a Family Court Training and Education strategy
- Research efficacy of Offender Treatment Programs and resource where appropriate (without taking any resources from victim services)
- Explore the concept of “visitation centers”
- Increase early prevention and intervention strategies
- Provide education and training for the behavioral health community
- Provide substance abuse awareness and education

SUMMARY

The MAG DV Council is an important regional initiative. The success of this collaborative effort has resulted from the substantial commitment of resources, time, funding, and other in-kind contributions of all involved. Since its inception in 1999, active and consistent participation from a wide variety of individuals and organizations, across multiple sectors, has remained strong. Key leadership on the DV Council itself, combined with individuals and organizations that bring tremendous experience and talent to the implementation of the Plan, has proven a successful formula. Most importantly, the MAG DV Council has demonstrated success in moving the Regional Plan toward implementation.

DOMESTIC VIOLENCE SYSTEMS OVERVIEW

INTRODUCTION

The Maricopa Association of Governments (MAG) Regional Domestic Violence Council was developed in response to a belief that domestic violence does not exist in a vacuum, and that it has far-reaching effects and consequences on every area of the community. Further, research shows that a coordinated community response, such as that led by a Regional Council, is a successful means for community collaboration and direction. MAG's Regional Domestic Violence Council is emerging as one of the primary forces in the community to address the complex and pervasive nature of domestic violence.

Since the *MAG Regional Domestic Violence Plan* was published in 1999, domestic violence as an issue has undergone significant change in several systemic areas such as funding, service delivery, resources/training, legislation/policy development, data collection and overall community awareness. The purpose of the Domestic Violence Systems Overview is to highlight the various system changes, progress, and hard work undertaken in the community-wide effort to eradicate domestic violence. Additional system needs identified through these community processes are also discussed.

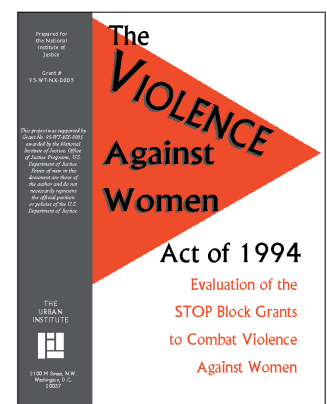
FUNDING

Domestic violence programs in Arizona are funded by a variety of local, state and federal funds, along with a multitude of private funding sources. Although funding levels continually fall short and are not enough to meet the demand, public and private funding for domestic violence services has significantly increased in Arizona over the past three years. The various funding streams noted in this section are not entirely representative and merely highlight some of the more prevalent resources on which domestic violence service providers rely to sustain their organizations.

Violence Against Women Act (VAWA) Services, Training, Officers, Prosecution (STOP) Grants

The Violence Against Women's Act was passed by Congress and signed by President Clinton in 1994. The purpose of VAWA is to develop and strengthen victim services and effective law enforcement and prosecution strategies in cases involving violent crimes against women. In 2000, VAWA was reauthorized to provide \$175 million annually for 2001-2005. VAWA mandates that funds be divided among law enforcement (25% of grant funds), courts (5%), prosecution (25 %), and victim services (44%).

Arizona receives about six million dollars from VAWA through grant programs. Of the six million, two million is distributed through the Governor's Division



for Prevention of Family Violence. The remaining four million is allotted from the VAWA offices directly to service delivery programs. Sub-grantees in Maricopa County funded by the 2000 reauthorization are as follows:

- City of Phoenix Police Department: Funding supports the Threat Management Team in the Family Investigations Bureau of the Phoenix Family Advocacy Center.
- Maricopa Community College Systems Mesa Community College Administration of Social Justice: Funding supports a “train the trainer” program to combat domestic violence, stalking, and sexual assault.
- Arizona Supreme Court/Administrative Offices of the Court: Funding supports development, installation, and expansion of the collection of domestic violence data from Arizona Courts and the Arizona Department of Public Safety. The goal is to enhance data entry into the National Crime Information Check System (NCIC).
- City of Mesa Prosecutor’s Office: Funding increases the part-time position of prosecutor to a full-time position and provides two part-time advocates based at the city court and the Mesa Family Advocacy Center. This program has been funded since 1994.
- Maricopa County Attorney’s Office: Funding supports a victims advocate position that will specialize in misdemeanor domestic violence cases. This program has been funded since 1994.

The VAWA reauthorization legislation mandated that by July 2002, sub-grantees must waive all fees associated with obtaining and serving an order of protection. In SFY 2001, a law was passed in Arizona that eliminates all service fees associated with obtaining an order of protection.

For a more in-depth summary of VAWA 2000, please visit www.nnedv.org. For local information on STOP Grants, please call the Governor’s office at (602) 542-1773.



VOCA Funds

In 1984, the historic Victim of Crimes Act (VOCA) was signed into law. The enactment of this legislation created and funded programming to benefit victims of crime. The federal Office for Victims of Crime (OVC) funds state victim assistance and compensation programs in an effort to assist victims’ healing processes. The OVC also provides training for criminal justice personnel regarding the legal rights and needs of crime victims.

VOCA also established the Crime Victims Fund, a major funding source for victims’ services throughout the country. The Crime Victims Fund is primarily accumulated from criminal fines, forfeited bail bonds, penalties, and special assessments collected by the U.S. Attorney’s Office, federal courts, and the Federal Bureau of Prisons. In October of 2001, the passage of the U.S.A. Patriot

Act expanded the pool of resources for the Crime Victims Fund to include gifts, bequests, or donations from private entities. In FY 2001, more than \$544 million was collected through fines and donations.

Primary or secondary victims (those affected by the crime) may apply for compensation for out-of-pocket costs in the county in which the crime took place. Individuals eligible for reimbursement include individuals who suffered physical injury, mental distress, or economic loss as a direct result of the crime. Victims applying for assistance must also have reported the crime within 72 hours, must cooperate with law enforcement personnel, and should apply within one year of the date of the crime.

Compensation is awarded for medical expenses, mental health counseling expenses, loss of wages, and funeral expenses. According to the Arizona Criminal Justice Commission, claims are not awarded for property loss and damage, pain and suffering, or expenses that would benefit an offender. Claims are not awarded to individuals serving a sentence of imprisonment in a detention facility or who have escaped imprisonment in a detention facility, home arrest, or work furlough program.

Applications for compensation are reviewed by the Crime Victim Compensation Board, which awards compensation in each county. The Arizona Criminal Justice Commission oversees the Crime Victims Fund on the state level.

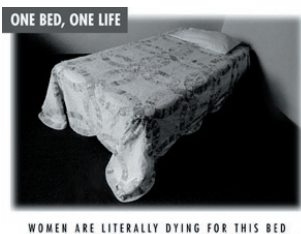
For additional information on VOCA, log onto www.ojp.usdoj.gov or call (202) 307-5983. For local information on the Crime Victims Fund, contact Jane Conder from the Department of Public Safety, Grants Administration, Crime Victim Service Office at (602) 223-2480, or visit the Department of Public Safety Web site at www.dps.state.az.us/voca.

State Shelter Funding

In 1999, shelter programs in Arizona experienced a significant increase in legislative support, resulting in an increase in appropriated funding. The Department of Economic Security (DES) received its first general appropriations of \$800,000. These funds were allocated to 21 funded and unfunded shelter programs. In 2000, a total of \$2 million dollars was appropriated to DES for emergency domestic violence shelter services. These funds are available only to victims with children.



Other sources of state shelter funding include appropriations from the general fund, as well as funds from Supreme Court filing fees, which include marriage and divorce filing fees, state income tax donations, and contracts or grants from other state agencies. In addition, in 2002, \$2 million of TANF dollars was appropriated for use by shelters.



One Bed, One Life Campaign

In 1998, a domestic violence victim named Laura Muñoz attempted to access shelters on several occasions, but to no avail. Tragically, Laura was murdered by her husband in front of her children. This tragedy highlighted the general lack of domestic violence shelter beds in Maricopa County. In response, the City of Phoenix offered a \$1 million grant to increase the capacity of shelters in the Valley, and challenged local individuals, businesses and foundations to likewise contribute. The Arizona Republic Charities responded by launching "One Bed, One Life," a fundraising campaign to meet Phoenix's challenge and raise awareness about domestic violence. Through a six-week news, editorial and ad campaign, the public donated \$800,000 to the cause. Matching dollars from the McCormick Foundation brought the total to \$1.3 million for new and expanded shelters.

The results of the One Bed, One Life Campaign were twofold. Most importantly, funds that were received benefited three domestic violence shelters in Maricopa County and created 182 new beds. In addition, the campaign forged strong ties between the public and private sectors and demonstrated the power of collaboration.

Foundation and Corporate Community Funding

Over the past three years, several foundations and corporations have stepped forward to publicly and financially support domestic violence causes. This business and community support provides alternative funding sources, and is therefore has proven critical to sustainability in lean economic times such as those being experienced now. Examples of foundation and corporate support include the following:

- The Arizona Republic Charities: \$345,000
- The Pulliam Trust: \$813,000
- Valley of the Sun United Way: \$440,000
- The Virginia Piper Trust : \$175,000
- Fresh Start Women's Foundation offers grants to women who wish to return to school. The Foundation also offers a one-to-one mentoring program to assist women in rebuilding their lives. Fresh Start also recently opened its Women's Resource Center in Phoenix to offer assistance and encouragement in a nurturing, culturally sensitive atmosphere.
- The American Red Cross offers the Miles of Hope Program; through America West Airlines, the public can donate frequent flier miles to assist victims fleeing domestic violence situations.
- The Arizona Foundation for Women offers several different programs to assist battered women, including "Donate a Phone," in which donated cell phones are refurbished and given to shelter residents to enable them to dial their case manager or 9-1-1. In addition, the

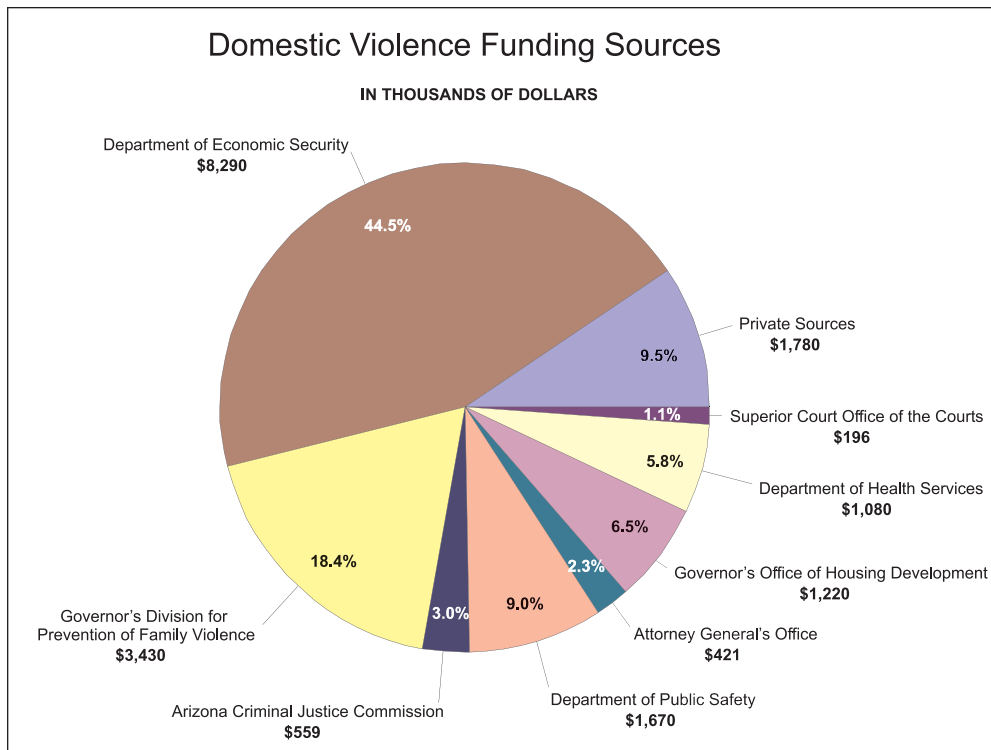
“Emergency Crisis Transportation” program offers free transportation to domestic violence shelters for battered women and their children. This program transports approximately 1,300 clients per year.

- Target stores nationwide have adopted local shelters and donated many in-kind items to various shelter programs. In the Maricopa area, Target stores have donated over \$172,000 in merchandise, and contributed over 1,721 volunteer hours to domestic violence shelters.
- Blue Cross/Blue Shield contributes annually to local domestic violence shelters by responding to specific shelter requests.

Funding Summary

In SFY 2000, \$13.63 million in domestic violence funding was administered by state agencies. In SFY 2001, domestic violence programs were funded with \$16.88 million in combined federal and state funds. Of the total funding, state agencies administered funds as follows:

- Department of Economic Security: \$8.29 million
- Governor’s Division for Prevention of Family Violence: \$3.43 million
- Department of Public Safety: \$1.67 million
- Governor’s Office of Housing Development: \$1.22 million
- Department of Health Services: \$1.08 million
- Arizona Criminal Justice Commission: \$558,624
- Attorney General’s office: \$421,364
- Superior Court Office of the Courts: \$196,092



SERVICE DELIVERY

Shelter Background

The first domestic violence hotline was launched in 1972 in St. Paul, Minnesota. The first domestic violence shelter in the United States was established in Pasadena, California, also in 1972. Arizona's first shelters, Rainbow House and Faith House, opened their doors in 1974.

Over the past 25 years, social science research has revealed that victims not only require assistance in escaping their abusive environments, but also require further resources to sustain themselves and their children to avoid returning to the abuser. As a result, several shelters now offer an array of services including long-term case management, transitional housing, job training and placement, counseling for parent and child, life skills, day care services for children, healthcare access, and other support service referrals. External relationships with other social service agencies were created in order to increase the safety of the victim and decrease the likelihood of returning to the perpetrator while the victim seeks permanent safe housing and employment.



New Life Center

Since 1999, shelter beds have increased from 197 to 320 beds and eight cribs in Maricopa County. The following shelter programs currently operate in the County:

<i>Shelter Name</i>	<i>Shelter Operator</i>	<i>Number of Beds</i>
Chrysalis	Independent	50
De Colores	Chicanos Por La Causa	24
My Sister's Place	Catholic Social Services of the East Valley	16
New Life Center	Independent	24
Autumn House	PREHAB of Arizona	20
Sojourner Center	Independent	80
Elam House	Salvation Army	50
Faith House	PREHAB of Arizona	80
TOTAL		344

CONTACS

The Community Network for Accessing Shelter, or "CONTACS," is a 24-hour, phone-based resource hotline. It provides up-to-the-minute shelter bed availability of 70 social service programs in Maricopa County for victims of domestic violence and the homeless. Since 1999, calls have increased 15 percent, from 27,504 to more than 32,000 calls.

Callers to the CONTACS line reach a specialist who inquires about the victim's situation, then connects the victim to the appropriate emergency, transitional, or domestic violence shelter with current bed capacity.

The CONTACS program is funded by the U.S. Department of Housing and Urban Development, Valley of the Sun United Way, and the cities of Phoenix, Scottsdale, and Glendale; it is operated by Community Information and Referral.

DV STOP

The Domestic Violence Safe Temporary Overflow Program, or DV STOP, utilizes hotel space as well as other undisclosed locations to provide those qualifying individuals with shelter for a brief period of time until a shelter bed opens. PREHAB of Arizona operates DV STOP, and has assisted more than 1,900 men, women and children fleeing abusive situations since 1999.

Family Advocacy Center

The concept of the Family Advocacy Center is to provide a comprehensive service center for victims of domestic violence and sexual assault in order to minimize trauma and maximize service delivery and continuity of services. Services may include police investigations, forensic examinations for victims of sexual assault, crisis advocacy, counseling, and guidance through the criminal justice systems. Maricopa County is home to three centers; they are located in Mesa, Phoenix, and Glendale. The City of Scottsdale opened its center in the fall of 2002.

The Mesa Center Against Family Violence was the first such facility in Maricopa County. The Center opened its doors in 1996, and continues to provide counseling as well as legal and emotional support throughout the court process. In 2000, the Center assigned 1,630 domestic violence cases to its staff; in 2001, 2,068 cases were assigned. These totals include custody intervention and Order of Protection cases. The lead agency for the Center is the Mesa Police Department. For more information, call the Center at (480) 644-4075, or log onto www.ci.mesa.az.us.



Mesa Center Against Family Violence

The Phoenix Family Advocacy Center began operations in 1999. Since then, the Center made 13,926 victim contacts, and provided 8,017 individual services ranging from shelter placement to financial assistance to sexual assault exams. The Phoenix Family Advocacy Center is a unique model of collaboration between law enforcement and social services, and offers safety planning, crisis and long-term counseling, support groups, shelter placement, financial assistance, and support at court proceedings. For further information, contact (602) 534-2120, or visit <http://www.ci.phoenix.az.us/CITZASST/fac0601.html>.

The West Valley Advocacy Center is located in Glendale. The site provides medical, investigative, advocacy, and counseling services. In 2001, the West Valley Advocacy Center conducted 387 victim interviews, responded to 159 crisis calls, and assisted 595 individuals in person at the Court building. In addition, staff nurses conducted 77 physical exams in 2001. The Center is staffed with eight detectives, a medical examination room, a forensic interviewer, and a victim assistance caseworker. The Center may be reached at (623) 930-3720.

RESOURCES AND TRAINING

Several local and national organizations offer a variety of training courses, materials, and other resources for victims, businesses, and the community. This list is not exhaustive; rather, a few of these organizations are highlighted below.

Arizona Coalition Against Domestic Violence (AzCADV)

AzCADV produces numerous fact sheets encompassing a variety of statistics ranging from basic domestic violence to child custody issues. These fact sheets are valuable tools for grant writers, policy makers and social service agencies serving victims of domestic violence.

AzCADV also developed a Best Practices Manual. The manual is designed as a reference and resource guide for planning, implementing, and improving victims' services. The manual encourages consistency among providers, and seeks to educate policymakers and funding sources.

Additionally, AzCADV provides quality training for individuals with diverse needs and experiences. Over the past six years, AzCADV has offered its training courses throughout the state. The training programs currently offered include The Sharing Experience: From Domestic Violence in Our Homes to Peace in Our Communities, which provides information and tools about safety planning, empowerment, advocacy, and community coordination, and Lay Legal Advocacy Training, which teaches about family law, criminal law, benefits, landlord tenant, and immigrant women issues. Other training courses focus on legislative advocacy, confidentiality, and domestic violence public speaking. In addition, AzCADV provides manuals and training on Lay Legal Advocacy in Navajo and "What Sexual Assault and Domestic Violence Service Providers Need to Know About Sex Trafficking." Finally, AzCADV offers to develop tailored training for individual organizations. To inquire about training programs or to obtain any of the aforementioned materials, call (602) 279-2900.

MAG Domestic Violence Safety Plan

Since 1999, MAG has distributed over 300,000 Do You Feel Safe At Home? domestic violence safety plan brochures throughout the County. The brochures include information and resources to protect victims' safety at work and home, as well as to protect the victim and her children for the long term. For instance, the brochure details forms of identification and legal documents for victims to collect and prepare in the event the victim leaves the abuser. The brochure also explains how to obtain an order of protection, and provides hotline phone numbers for shelters.

The majority of the MAG Safety Plans were posted in bathroom stalls in an effort to provide access to victims out of sight of their abuser. To obtain copies of the Safety Plan brochure in English or Spanish, contact MAG at (602) 254-6300.

Shoe Cards

The “shoe card” is another critical tool that was originally developed by the Family Violence Prevention Fund and adapted for the Maricopa Region by Maricopa Integrated Health Systems. The shoe card is similar to the safety plan, but it is small enough for a victim to hide in her shoe, away from her abuser. The shoe card contains information in English and Spanish. Hundreds of thousands of shoe cards have been distributed by the Circle K Convenience Stores since 1999. For information on acquiring shoe cards, contact MAG at (602) 254-6300.

Statewide Conference

In September 1999, Governor Jane Hull’s Office sponsored the first statewide conference on domestic violence. The Governor’s Summit on Domestic Violence: Learning Solutions From One Another encouraged all domestic violence service providers throughout the state to unite, share, and learn from each another about resources and services for victims of domestic violence. As a result, the Governor’s Office developed a statewide resource directory of domestic violence services. For a copy of the Learning Solutions Resource Guide, contact the Governor’s Office at (602) 542-1773.

Bench Book

The Bench Book was developed to standardize the process for issuing Orders of Protection, Emergency Orders of Protection, Injunctions Against Harassment, and Injunctions Against Workplace Harassment for persons seeking protection from domestic violence. The contents reflect official policies adopted by the Arizona Supreme Court, and encourage courts statewide to modify procedures in order to bring policies in line throughout the state. To request a copy of the Bench Book, contact the Arizona Supreme Court at (602) 542-9607.

Regional Community Policing Institute (RCPI)

In 1996, the Phoenix Police Department received a grant from the U.S. Department of Justice to form a partnership and provide comprehensive and innovative community policing education, training, and technical assistance to Community Oriented Policing Services (COPS) programs through Department of Justice grantees and other policing agencies. Under the RCPI grant, staff train on a variety of different subjects. RCPI maintains an extensive domestic violence curriculum that covers many areas, including the relationship between animal abuse and domestic violence, general domestic violence, primary aggressor tendencies, safety planning, evidence gathering, workplace violence, community policing to reduce domestic violence in and off tribal land, and the Full Faith and Credit Act. Trainers travel the state training law enforcement officers, firefighters, probation officers, shelter staff, and community citizens. For additional information regarding training, contact (602) 233-2514.

Child Protective Services/Domestic Violence Collaboration Training

Child Protective Services (CPS) receives more than 38,000 reports of child abuse and neglect every year. Often, domestic violence and child abuse coexist. In an effort to partner domestic violence programs and providers with CPS, a collaborative effort was formed. The result is a two-day training for CPS caseworkers on the correlation between child abuse and domestic violence. The training provides caseworkers with basic domestic violence information, assessment procedures, intervention techniques, and data supporting the correlation between domestic violence and child abuse.

LEGISLATION AND POLICY DEVELOPMENT

Support for legislation to protect victims of domestic violence continues to increase at the local and national level. Legislative and policymaking strides are highlighted below.



National Policy: Violence Against Women Act 2000

In 2000, the Violence Against Women Act (VAWA) was reauthorized at the federal level. As with the original legislation, VAWA 2000 provides many benefits to victims of domestic violence through federally mandated interstate laws and funding. A key provision of VAWA 2000 strengthens the language on interstate domestic violence crimes and violations of Orders of Protection. Another new addition to VAWA redefines dating violence as “violence committed by a person who is or has been in a social relationship of an intimate or romantic nature with the victim.” While the State of Arizona does not currently have a dating violence law, dating violence can now be charged at the federal level due to VAWA. Additionally, VAWA 2000 improved the petitioning for citizenship process for battered immigrant women.

Arizona Policy

Arizona legislators have supported some of the most progressive domestic violence legislation in the country. Listed below are a few of the themes behind key pieces of legislation signed into law within the past three years:

- Redefining domestic violence to include same sex, familial, and other relationships.
- Creating a State Domestic Violence Plan Task Force.
- Creating a sentence enhancement if a domestic violence perpetrator was aware the victim was pregnant; allowing persons convicted of killing their abuser to petition for a sentence review, and creating a rebuttal presumption that it is not in the best interest of the child to be in the sole or joint physical or legal custody of the abusing parent if the court makes a finding of domestic violence.
- Allow employers to request injunctions prohibiting workplace harassment.

-
- Adds surreptitious photographic and aggravated domestic violence to the list of domestic violence crimes, modifies the domestic violence relationship test to include same sex partners, and repeats a sentence enhancement for defendants who knowingly commit and act of violence against a pregnant woman.
 - Eliminates fees for the following: filing petitions for injunctions against harassment and Orders of Protection, court fees for appeals or cross-appeals relating to cases granting or denying a petition for an Order of Protection, fees in cases granting or denying an injunction against harassment, and fees in cases quashing an order of protection or injunction against harassment. This new law also expands the effective period for Orders of Protection and injunctions against harassment to one year.

Maricopa County Attorney's Office Protocol

The main premise behind the Maricopa County Attorney's Office Protocol is "evidence-based prosecution," in an effort to not base the substance of the prosecutorial case on the victim's testimony. For a variety of reasons, victims often will recant, not show up for the court date, or change their original explanation of the violent event(s). The Protocol offers a method for law enforcement to gather sufficient evidence to forward the case on to prosecution. Evidence collected under the protocol may include taping "excited utterances," or information given in the heat of the moment when the victim is traumatized, as it is very difficult for the victim to change her story at that time. Additional evidence may include photos of the victim at the scene of the crime, and again after a few days have passed to show bruising, as well as interviews with neighbors and/or children at the scene of the crime.



Safety and Accountability Audit

The goal of a Safety Audit is to see how, where, and if the emergency and legal systems that the victim and perpetrator must navigate do, in fact, ensure the safety of victims and the accountability of offenders. Safety Audits rely on two methods of evaluation via systems' procedures and paper trails. The concept was originally developed out of Duluth, Minnesota, and the MAG Domestic Violence Council has encouraged the local coordinating councils to adopt the idea in their own communities. Currently, the City of Phoenix is in the process of performing its own internal audit.

Community Awareness

In 2000, the Attorney General's Office launched a three-phase community awareness campaign that included both print and electronic media messages to raise awareness about the issue of domestic violence. The campaign is currently in its third phase and is focusing on the effects of domestic violence on children.



The Men's Anti-Violence Network (MAN) also launched a print and electronic media awareness campaign that focused on the abuser in 2001. The group is currently working with Employers Against Domestic Violence to launch a public awareness campaign in addressing the domestic violence perpetrator in the workplace.

Data Collection

The state Administration of Courts (AOC) is continuing its work on collecting data on Orders of Protection from jurisdictions statewide. The AOC is assembling the Court Protective Order Repository to collect this information, and submits the data to the national Orders of Protection database. At this time, the majority of rural county courts in Arizona are participating in the database, and several urban court systems are in the process of formatting and submitting their data. The AOC estimates that by the end of 2002, all state courts will collect and submit the basic minimum data.

PROPOSED POLICY AND LEGISLATIVE CHANGES

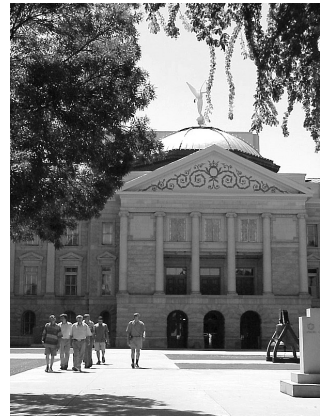
The single most important element to effectively reduce and eventually eradicate domestic violence is a continued coordinated community effort. The MAG Regional Domestic Violence Council is well equipped to continue to provide leadership and make inroads in the community response to domestic violence. However, other strategies are also necessary to supplement the community response.

- **Emergency/Transitional Shelter Space:** Seventy percent of requests for domestic violence shelter space are unmet in Arizona. According to the Department of Economic Security, approximately \$24 million is required to build adequate shelter space throughout the state. Therefore, continued legislative advocacy efforts are critical.
- **Research/Prevention:** Currently, only about three percent of Arizona's total spending on domestic violence programs and services is earmarked for domestic violence prevention. Additional resources should be dedicated to researching root causes of domestic violence and preventing them.
- **Children and Domestic Violence:** Providers must work with the community to recognize the impact of domestic violence on children, and address the needs of children witnessing or experiencing abuse.
- **System Coordination:** Courts and law enforcement need to continue to work together to ensure consistent policy, implementation, and data keeping.
- **Data Collection/Reporting:** Law enforcement agencies lack the ability to communicate about batterers offending in more than one jurisdiction. To this end, it is imperative that the criminal justice system work

together to achieve accurate data collection and reporting systems.

Additionally, the following data links should be pursued:

- Link domestic violence police calls to services providing protection for children.
- Track how many batterers have been sentenced and how many complete treatment programs.
- Link shelter providers to track bed counts and eliminate duplication in shelter requests for services.
- Track health care emergency room visits of victims and appropriate referrals made.
- Ensure that all orders of protection are entered into the “Full Faith and Credit” registry as required.
- Victims and batterer service providers should link data collection in order to ensure that the State is able to accurately gauge the volume of domestic violence situations and the effectiveness of interventions.



Arizona State Capital

CONCLUSION

In the past two years, 96 women were murdered in Maricopa County. Of the 96 women, 70 were killed by a current or former male partner. The remaining 26 women were killed by other family members. These statistics do not take into account suicides or murdered children.

The statistics are even higher for the number of police contacts. According to law enforcement statistics throughout the state, there were 93,071 calls for service over the past two years. This number only reflects data gathered from 90 out of the 105 law enforcement agencies in the state. 82 of the 90 agencies reported there were a total of 16,632 domestic violence related arrests made, yet only 10,999 were submitted for prosecution. Even more upsetting is the fact that nearly 50 percent of domestic violence related calls were the result of assaults.

Clearly, several positive changes have impacted the domestic violence landscape in Maricopa County. Clearer still is that efforts are necessary to further advance domestic violence education, prevention, and services, and these efforts should continue as long as individuals continue to be victimized by domestic violence. A comprehensive framework must be created where victims are supported and offered the resources needed, and perpetrators are held accountable. The community must continue to move forward and mobilize all of the local strengths, personalities, and entities to eradicate domestic violence and promote a safer, healthier region.

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**Domestic Violence
Safety Plan**

Do
You
Feel
Safe
at home?



You can.

For Local Shelter Call:
263-8900 or 1-800-799-7739
National Hotline: 1-800-799-SAFE (7233)



MAG DOMESTIC VIOLENCE SAFETY PLAN BROCHURE

PROVIDED IN ENGLISH AND SPANISH

**Plan de Seguridad ante
la Violencia Doméstica**

¿Se
siente
segura(o)
en su
hogar?



Usted puede.

Para un Albergue Local llame al:
1-800-799-7739

Teléfono Nacional: 1-800-799-SAFE (7233)



Safety at Home When Abuser is There

- Stay out of rooms with no exit
- Avoid rooms that may have weapons
- Select a code word that alerts friends and children to call police
- Leave suitcase and checklist items with a friend

When Abuser has Moved Out

- Obtain an Order of Protection
- Change locks on doors and windows
- Insert a peephole in the door
- Change telephone number, screen calls and block caller ID
- Install/increase outside lighting
- Consider getting a dog
- Inform landlord or neighbor of situation and ask that police be called if abuser is seen around the house

Safety at Work What to Do

- Tell your employer
- Give security a photo of abuser and Order of Protection
- Screen your calls
- Have an escort to your car or bus
- Vary your route home
- Consider a cell phone for your car
- Carry a noisemaker or personal alarm

Protecting Your Children

- Plan and rehearse an escape route with your children
- If it is safe, teach them a code word to call 911, and how to use a public telephone
- Let school personnel know to whom children can be released
- Give school personnel a photo of abuser
- Warn school personnel not to divulge your address and phone number

Getting an Order of Protection

- Call 506-SELF (7353) to learn about an Order of Protection and Injunction Against Harassment.
- Call the Police to get an immediate Order of Protection.
- Keep your order with you at ALL times, and give copies to family, friends, schools, employers and babysitters.

KEEP THIS CARD WITH YOU

Quick ☒ List

- ☐ Identification: Driver's license, birth certificates
- ☐ Money: ATM card, credit cards, checkbooks
- ☐ Legal Papers: Protective order, medical records
- ☐ Important Personal Items: Keys, medicine

Getting Out Now

What You Need:



Identification

- ☐ Driver's License
- ☐ Children's Birth Certificates
- ☐ Your Birth Certificate
- ☐ Social Security Card
- ☐ Welfare Identification
- ☐ Medical Insurance Cards



Money

- ☐ Money and/or Credit Cards
- ☐ ATM Card
- ☐ Savings Books
- ☐ Checkbook



Legal Documents

- ☐ Lease, Rental Agreement, or Deed to House/Properties
- ☐ Car Registration & Insurance Papers
- ☐ Health and Life Insurance Papers
- ☐ Medical Records for You and Your Children
- ☐ School and Shot Records
- ☐ Work Permits/Green Card or Visa
- ☐ Passport
- ☐ Divorce Papers
- ☐ Custody Papers

When Preparing to Leave

For Religious Leaders

Domestic Violence
Occurs in Your Congregation

MAG Regional
Domestic Violence Council

Are You Prepared?

MARICOPA ASSOCIATION of GOVERNMENTS
Regional Domestic Violence Council

Domestic Violence • We've Drawn the Line

RELIGIOUS RESPONSE TO DOMESTIC VIOLENCE BROCHURE

PROVIDED IN ENGLISH AND SPANISH

Para Religioso Conductor

Violencia Domestica
Asta Aqui hemos tirado la linea

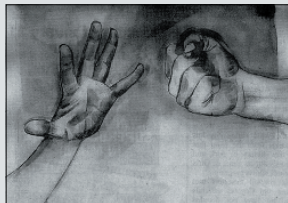
MAG Regional
Domestic Violence Council

Tu estas preparado?

MARICOPA ASSOCIATION of GOVERNMENTS
Regional Domestic Violence Council

Violencia Domestica • Rompe el Silencio

Domestic Violence



One out of every four members of a congregation is a victim or survivor of domestic violence.

All people are entitled to love, respect and dignity and no one deserves to be mistreated or abused. Faith-based communities can play a vital role in ending the cycle of abuse and violence.

Break the Silence!

Resources



For more information about the MAG Regional Domestic Violence Council please call: 602-254-6300

What to Do to Help the Victim

- Believe the victim's story
- Listen to and pray with the victim
- Reassure the victim that the abuse is not their fault
- Tell the victim you are concerned for their safety
- Find out if the victim needs a safe place
- Help the victim find needed resources
- Assure the victim that the faith community will not abandon them

What NOT to Do

- Do not tell the victim to pray harder
- Do not blame the victim for the abuse
- Do not encourage the victim to stay with the abuser
- Do not minimize the danger to the victim and the victim's children
- Do not counsel the victim and abuser together
- Do not give out information about the victim's whereabouts
- Do not tell the victim to be a better partner

Help Your Congregation and Faith Community

- Learn about domestic violence
- Teach and Preach that Domestic Violence is never an acceptable response
- Include domestic violence in religious education classes and premarital counseling
- Provide safety plans
- Provide space for support groups or safe child visitation
- Quote religious text that addresses victim safety
- Offer words of healing and support
- Provide resource material
- Participate in October Stop Domestic Violence activities

What to Do to Help Stop the Batterer

- Tell the batterer the violence must stop
- Correct the batterer's use of religious text to justify the abuse
- Urge the batterer to seek appropriate treatment — do not try to counsel them yourself
- Hold the batterer accountable — do not accept excuses
- Check with the batterer's victim to ensure the violence has stopped

Domestic Violence:
Break the Cycle of Abuse

SHELTER HOTLINE: 1-800-799-7739

Emergency Domestic Violence Shelters:
Autumn House, Chrysalis, DeColores, Faith House, My Sister's Place, New Life Shelter, and Sojourner Center

Local Advocacy Hotline: 602-279-2900

Older Adult Victims: 602-264-HELP (4357)

Website: www.mag.maricopa.gov/dv

DOMESTIC VIOLENCE SHOE CARDS

SAFETY PLANS FOLD INTO BUSINESS CARD SIZE

MANTENGA ESTA TARJETA EN UN LUGAR SEGURO

¿Se siente usted segura en casa?

Es una persona a la que usted ama...

¿Amenazándola con lastimarla a usted, a sus hijos o alguien en su familia?

¿Diciéndole que es su culpa si el o ella lo golpea, y después dice que no volverá a pasar (pero, vuelve a pasar)?

¿La avergüenza en público o no la deja tener contacto con su familia o amigos?


¿La avienta, empuja, golpea, ahorca, pateo o la abofetea?

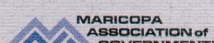

¿La fuerza a tener relaciones sexuales cuando usted no quiere?

Solo una respuesta "sí" puede significar que usted se encuentre en una relación de abuso. Usted no está sola y cuenta con opciones.

Nadie merece ser lastimado. Usted merece estar seguro en casa.

- Llame al 911 si usted se encuentra en peligro o necesita ayuda.
- Es difícil el decidir marcharse. Cuando usted este lista para irse necesita un plan seguro. Contacte a la Línea Caliente Nacional al (1-800-799-SAFE) para obtener ayuda y formar un plan seguro.
- Enseñe a sus hijos a mantenerse fuera de las peleas, a como llamar al 911 y a donde ir cuando estan asustados.
- Hable con alguien acerca de lo que esta pasando. Es posible que ellos puedan ayudarle.
- Usted y sus hijos necesitan tener las maletas listas y empacadas. Deje las maletas con alguien en quien usted confie. Ponga en las maletas dinero en efectivo o una tarjeta de credito, medicinas, documentos importantes, ropa extra para usted y para sus hijos y algunos juguetes. Lleve algo de monedas, papel y pluma en caso que necesite usar el teléfono público.
- Esconda llaves extras de la casa y del carro fuera de la casa en caso que salga de prisa.



KEEP THIS CARD IN A SAFE PLACE

Do you feel safe at home?

Does a person you love...

Threaten to hurt you, your children or someone else in your family?

Say it is your fault if he or she hits you, then says it will not happen again (but it does)?

Put you down in public or keep you from contacting family or friends?

Throw you down, push, hit, choke, kick, or slap you?

Force you to have sex when you don't want to?

Just one "yes" answer may mean you are in an abusive relationship. You are not alone and you have choices.

No one deserves to be hurt. You deserve to be safe at home.

- Call 911 if you are in danger or need help.
- It is hard to decide to leave. When you are ready you need to have a safety plan. Contact the National Hotline (1-800-799-SAFE) to get help and form a safety plan.
- Teach your children how to stay out of the fights, how to call 911, and where to go when they are scared.
- Talk with someone about what is going on. They may be able to help you.
- You and your children need to have bags packed and ready. Leave the bags with someone you trust. In your bag keep cash or credit cards, medicine, important papers, extra clothes for you and your children, and some toys. Take some coins, paper and a pen in case you need to use a pay phone.
- Hide extra car and house keys outside your house in case you must leave in a hurry.

National Hotline (24 hour, toll free)
Línea Nacional de Emergencia sin costo:
 1-800-799-SAFE (7233)
 and
 1-800-787-3224 (TDD)

Shelter Hotline
Línea Caliente de Refugios
 1-800-799-7739


Family Advocacy Center
Centro De Abogacia Familiar
 1-888-246-0303, 1-602-534-2120

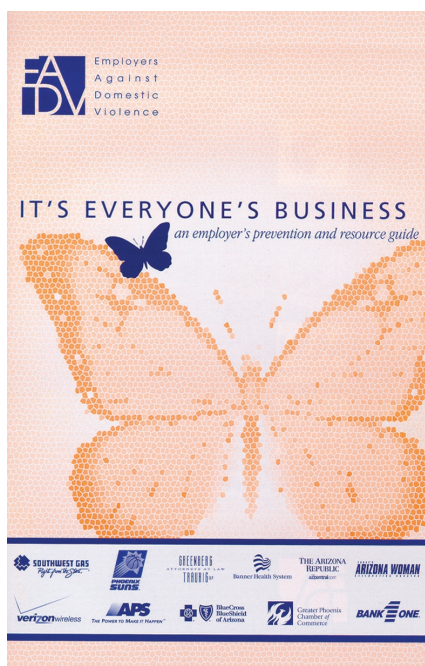
Legal Advocacy Hotline
Línea Caliente de Consejo Legal
AZ Coalition Against Domestic Violence
 1-800-352-6400

Parents Anonymous
Padres Anónimos
 1-800-352-0528

Senior Help Line
Línea Caliente Para Mayoras
 1-888-264-2258

Funded by the Governor's Office for Domestic Violence Prevention






IT'S EVERYONE'S BUSINESS EADV BROCHURE

PROVIDED IN ENGLISH


IT'S EVERYONE'S BUSINESS
an employer's prevention and resource guide

ENDORSEMENTS




Attorney General Janet Napolitano

"The State of Arizona employs over 50,000 employees – more than any other employer in Arizona. As many as 6,000 of those employees are at risk for domestic violence."




John Pombier, Governor's Office for Prevention of Family Violence.

"This is a valuable tool...every company should make sure their employees have this important and vital information."



Martha Harmon, Man's Anti-Violence Network (M.A.N.)


"Information is the first step to preventing and alleviating any societal problem....this guide will serve a valuable function in your organization."



**Peggy Bilsten, Chair
MAG Regional Domestic Violence Council
City of Phoenix Councilmember**

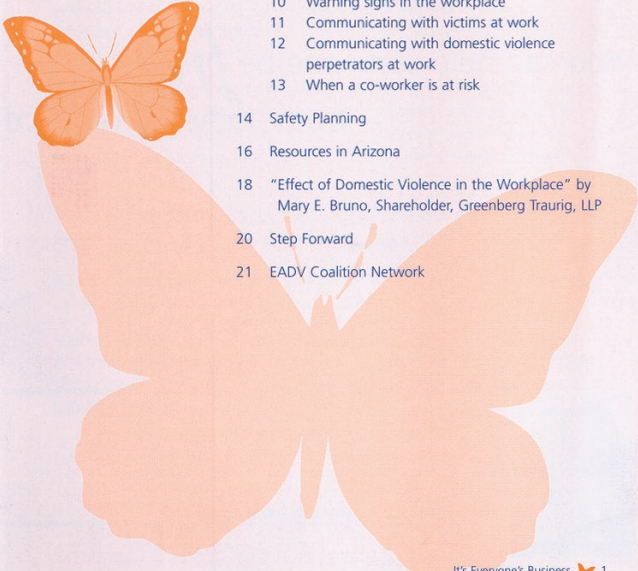
"For many victims of domestic violence, the workplace is no sanctuary. Stalking, threats and violence often follow them to work every day. In a coordinated community response to domestic violence, employers play a vital role in reaching out to assist victims. This guide provides one practical tool to help employers create a safe and supportive workplace environment for all their employees."

ACADV




**Employers
Against
Domestic
Violence**

IT'S EVERYONE'S BUSINESS
an employer's prevention and resource guide



- 3 Letter of introduction from EADV Chairs
- 4 About EADV
- 6 A survivor's story – "Taking a Stand"
- 8 Facts and statistics about domestic violence
- 10 It's Everyone's Business
 - 10 Comprehensive response checklist
 - 10 Warning signs in the workplace
 - 11 Communicating with victims at work
 - 12 Communicating with domestic violence perpetrators at work
 - 13 When a co-worker is at risk
- 14 Safety Planning
- 16 Resources in Arizona
- 18 "Effect of Domestic Violence in the Workplace" by Mary E. Bruno, Shareholder, Greenberg Traurig, LLP
- 20 Step Forward
- 21 EADV Coalition Network

It's Everyone's Business  1
